

Hospitality and diversity management (The Kenyatta Hotel)

Posted on September 16, 2018

Introduction

The Kenyatta Hotel is situated on the Mombasa coral island and disregards the Indian Ocean. In spite of the fact that the inn is a piece of a global chain, it is permitted to make its very own giant number of working choices. The parent organization must endorse every single unique material. Recommendations for approaches and methods are given. However, the HR office is offered the expert to change them to address the issues of particular inns.

Mombasa is a remarkable ocean passage for eastern Africa and is Kenya's most seasoned and second biggest city. A specular coral reef keeps running along the coastline. The shorelines of Kenya have turned out to be one of the world's most unique attractions, with a lot of chances for water bolsters. The more significant part of the nation's global lodgings are based along the Bank of Kenya and have various overall business explorers and travelers. The waterfront atmosphere is hot and moist, with temperatures averaging 70 degrees Fahrenheit. The Kenya Inn is a four-star lodging that has 200 double rooms and twenty-five suites. Each room has a single atmosphere control, coordinate dial telephone benefit, a shading TV, a gallery, and a deal store box.

The Kenya lodging is the first gathering and meeting place for the territory, with a limit of 550 visitors. The inn ages more than 80 percent of the wage from visitors' rooms and nourishment and drinks and 20 percent from the gatherings and meetings.

Key Problem

What the critical issue with the different variety administration for this situation thinks about is English talking. A significant portion of the general population in this situation thinks that they can't speak appropriate English. Omari Koch was the head cook and the kitchen administrator for around eight years. Before resulting in these present circumstances, he worked at the Lion Tourist Hotel. Indeed, even he is extraordinary in his obligations. He has incredible administration aptitudes at work. He is a brilliant cook and has a decent transport to the general population, the two workers and visitors. Be that as it may, with regard to relational abilities, he tends to be bashful. He has weak innovative undertakings, he doesn't communicate in English, and this is the real issue with the decent variety administration. When one can't talk appropriately with his customers and clients, then how can one expect that his customers will get the way they are hospitalizing them or giving them? Likewise, the significant issue is that Anthony would view his thoughts as unimportant, so he keeps

quiet. If one doesn't talk and doesn't have self-assurance, then how will the other one comprehend you or get you what you are endeavoring to state? So you should communicate, and you should share or convey your plans to others.

The above was about Omari Kosh, yet more than 80 percent of the agent representatives originate from different parts of Mombasa or live inside the region. A significant portion of them arise from the Swahili ethnic gathering and communicate in Swahili, Kenya's national dialect. Most representatives can comprehend English, yet few are conversant in teaching in English. Most representatives have secondary school training and numerous times of work understanding, yet speaking in English is the real issue.

Theoretical Framework

Origin of the development

Management diversity has excited people throughout the world since the beginning of time. Ethnic, cultural, and communicational differences could be found within the hotel. This has affected hospitality management because if the staff doesn't have the confidence to speak and is unable to share views with your clients, their attempts to eradicate the issues of communicational skills have not been entirely successful.

Reasons for the development

Why can we recognize this excitement about the management diversity in the hotel if it is always part of the hotel?

The origin of this "new" development is in the Kenyatta Hotel; it is evident that the communication skills must be improved. Here, the theoretical framework introduces and describes the theory of communication and speaking English, explaining why the problem under the Kenyatta Hotel exists. The demographical trend will give the workplace a different look.

It is not new for business leaders to manage a diverse workforce and communication skills, but they should become aware of the potential and communicational benefits of this effective change in the Kenyatta Hotel.

Speaking English is not a matter of debate; it is a fact. It presents one of the most significant challenges Kenyatta Hotel is facing. One should be aware that only through hard work and commitment is responsible leadership not enough for potential benefits. However, the issues and communication and the employees' ability to speak English to clients are compulsory.

Diversity Management

One of the fundamental barriers to diversity Management is the language and terminology used by those who promote it. The primary point is hospitality. If staff is unable to communicate in English in the hotel, then there will be a barrier between a client and an employee. The workforce will be directly affected if Kenyatta Hotel employees cannot speak proper English and your customers are English. The sender and receiver shouldn't have a language barrier between them.

The point of this assorted variety is to recommend that a social structure supported by a logical and multilevel conceptualization of a decent variety of administration can help the global exchange of different variety administration approaches and hones. It contends that the standard single-level conceptualizations of proper variety administration inside the region of official or authoritative strategy neglect to catch the social interchange of basic and argentic-level worries of fairness. Thus, singular decisions, hierarchical procedures, and underlying conditions, all of which on the whole record for regular force uniqueness and disservice inside social and business settings, remain, for the most part, under-investigated. The paper proposes a social system that extensions the partition between large-scale national, meso-authoritative, and smaller-scale singular levels of examinations to touch base at a more thorough, practical, and setting particular confining of decent variety administration, which can conquer the troubles of universal exchange (Jones et al., 2000).

Application of theory

When talking about James, he needs an excellent quality of work, and when it comes to quality of work, he is very impatient. He argues that communication barriers will affect customer needs. So, he just imposed the English language for communication. He passed a policy that all employees must talk in English not only with guests but also with each other. This is the step that is taken to eradicate the issue of communication barriers between employees and guests. He said that if employees want to work in the Kenyatta Hotel, they must follow every hotel culture. Swahili people are aware of the English language, so they do not need to learn anything, but other people must learn it. Few department managers have noticed that employees are shy; they are unable to discuss their issues with their managers or seniors. However, after solving this matter, their performance was at a slow and steady pace, but James needed efficiency and speed. He found people lazy. He discussed this matter with Owen, and the employees wasted 5 minutes just greeting the guests, and he was unhappy.

Amina thinks that this matter will be solved only by the demonstration; she believes that this is the most efficient way of getting something. One day, Owen told Amina that James was unhappy with her performance because it took too much time. Amina felt hurt that how much she is doing to train employees and management is just degrading him. She resigned the next day and joined another hotel, and now people are starting to complain about the Kenyatta Hotel. It is argued that the given single-level conceptualizations of diversity management within the territory of legal or organizational

policy fail to capture the relational interplay of structural concern in the hotel, give time to your employees so that they can prove themselves that they are capable of doing this all (O'Brien, 2001).

Mr. Thomas's behavior and role

Thomas (1996) offers reliable ways to deal with a decent variety of administration. The first is the segregation and decency approach, the focal point of which is consistency with specific equivalent open-door statutory prerequisites in business. In this approach, directors anticipate that all workers will acclimatize to the overwhelming society; deviations from the standard are seen at any rate as an annoyance. The approach tends to duplicate the full-scale level conditions that manage mono-social strength in associations. Second is the entrance and authenticity approach, which depends on the acknowledgment and festivity of decent variety in the work environment (Pollert, 2003). As per this approach, a different workforce causes associations to take into account the requirements of various markets, helping them increase both access to and authenticity of an assortment of clients. In any case, this approach does not enable assorted workers to join their one-of-a-kind points of view into the more significant association. Instead, they are regularly 'categorized' and conveyed to associate with customers with similar foundations. In this manner, the potential for an association to be a multicultural work environment is traded off. A third is the learning and viability approach, which enables workers to make decisions based on their social foundations. This last approach incorporates these foundations into the work forms, bringing the entire individual and not only a specific statistic quality into the association (Bendick, 1996).

Mr. Aerol role

He reliably offers proficient, amicable service and connects with an administration. He leads and directs the everyday tasks of the office to guarantee benefit benchmarks are taken after. He handles Guest concerns and responds rapidly, logging and telling the correct regions. Likewise, he efficiently takes an interest in day-by-day preparation, day-by-day warm-ups, and office gatherings. He guarantees that room attendants are educated day by day about the needs in their segment and follow departmental approaches and methodologies or different obligations as appointed (Adler, 2000).

Contextual factors

The Kenyatta Hotel is located on the Mombasa coral island and overlooks the Indian Ocean. Although the hotel is part of an international chain, it is allowed to make many operating decisions. The authority to change any procedure or policy is human resource management. And here is the hierarchy cart of the Kenyatta Hotel.

Consequences

The significant Consequence of Kenyatta hotel is that managers don't trust their employees as Amina was doing work in a proper but she was taking a little bit more time. James degraded her on this point, and then she resigned and joined another hotel. After that, the staff of Kenyatta Hotel began to leave one after the other. Guests have complained about the rooms not being as clean as they were before. So managers must give time to their employees so that they can prove themselves (Agocs & Burr, 1996).

Conclusion

A theoretical framework is arranged through which run administration can be comprehended from an administrative point of view and also from a staff viewpoint. The social system not only unites bits of knowledge from all layers of investigation rising above small-scale and full-scale level examination but additionally helps question where offices and structures may live. Also, a social approach might be instrumental in building up an extensive comprehension of the remarkable talks and establishments of different varieties of administration inside every general public due to its dependence on full-scale national and recorded settings notwithstanding hierarchical and singular-level contemplations. Managers should support and appreciate their clients if they are doing well because this is very necessary for boosting their morale. Hence, the social system that is endeavored to plot here not only rises above the positivistic versus interpretive polarity in examine techniques but additionally catches the target and subjective substances of decent variety and similar opportunity.

References

- Adler, N. E., Epel, E. S., Castellazzo, G., & Ickovics, J. R. (2000). Relationship of subjective and objective social status with psychological and physiological functioning: Preliminary data in y, White women. *Health psychology, 19*(6), 586.
- Agocs, C., & Burr, C. (1996). Employment equity, affirmative action and managing diversity: assessing the differences. *International Journal of Manpower, 17*(4/5), 30-45.
- Bendick, M. (1996). *Discrimination against racial/ethnic minorities in access to employment in the United States: Empirical findings from situation testing* (Vol. 12). Employment Department, International Labour Office.
- O'Brien, P., Patrickson, M., & Bennington, L. (2001). *Managing diversity: an Asian and Pacific focus*. M. Patrickson (Ed.). Australia: Wiley.
- Jones, D., Pringle, J., & Shepherd, D. (2000). "Managing diversity" meets Aotearoa/New Zealand. *Personnel Review, 29*(3), 364-380.

Pollert, A. (2003). Women, work and equal opportunities in post-communist transition. *Work, employment and society*, 17(2), 331-357.

Thomas, D. A., & Ely, R. J. (1996). Making differences matter. *Harvard Business Review*, 74(5), 79-90.