

# Hotel service



My name is Susanna Makaryan. I'm a student of the Moscow University of Finance and Law, Faculty of hotel service. I'm in my third year studying. I want to work in the sphere of hotel service.



My future profession is a hotel receptionist, but my purpose is to be a senior manager in the one of the major hotels, and my dream is to be a successful hotelier.



I have chosen this profession because I'm communicative person and I can doing management activity.



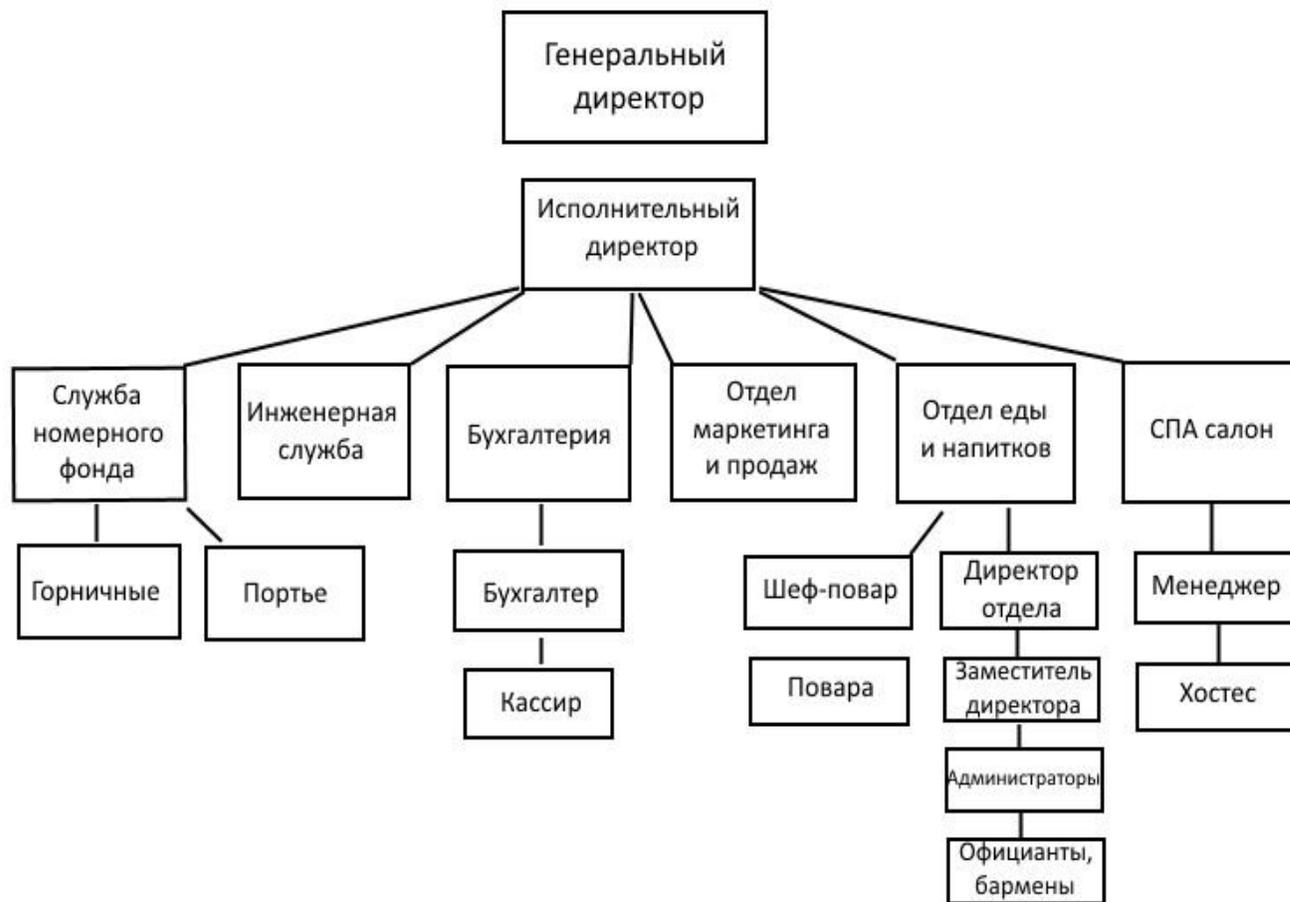
The field of activity of a hotel service specialist includes the organization of customer service: reception of hotel guests, their service in a restaurant or at the reception. He accepts, accommodates, discharges guests, is responsible for the smooth operation of the facility, the creation of design, the conclusion of contracts, the selection and training of personnel

## Job Titles in the Hospitality Industry



This specialist also coordinates the work of the hotel staff, manages financial and economic activities. His responsibilities include solving problematic situations that arise in the process of customer service.





The main goal is to achieve the coherence of the staff and the high quality of guest service.

# GOAL SETTING PROCESS

## List it Down

- Create list of your desires.
- Develop a Goal Statement

## Chuck It Down

- Create Mid term & Short Goals to achieve
- Drill down your Short goal to daily tasks

## Seek Motivation

- Use Motivational Quotes & images
- Reward yourself

## Visualize It

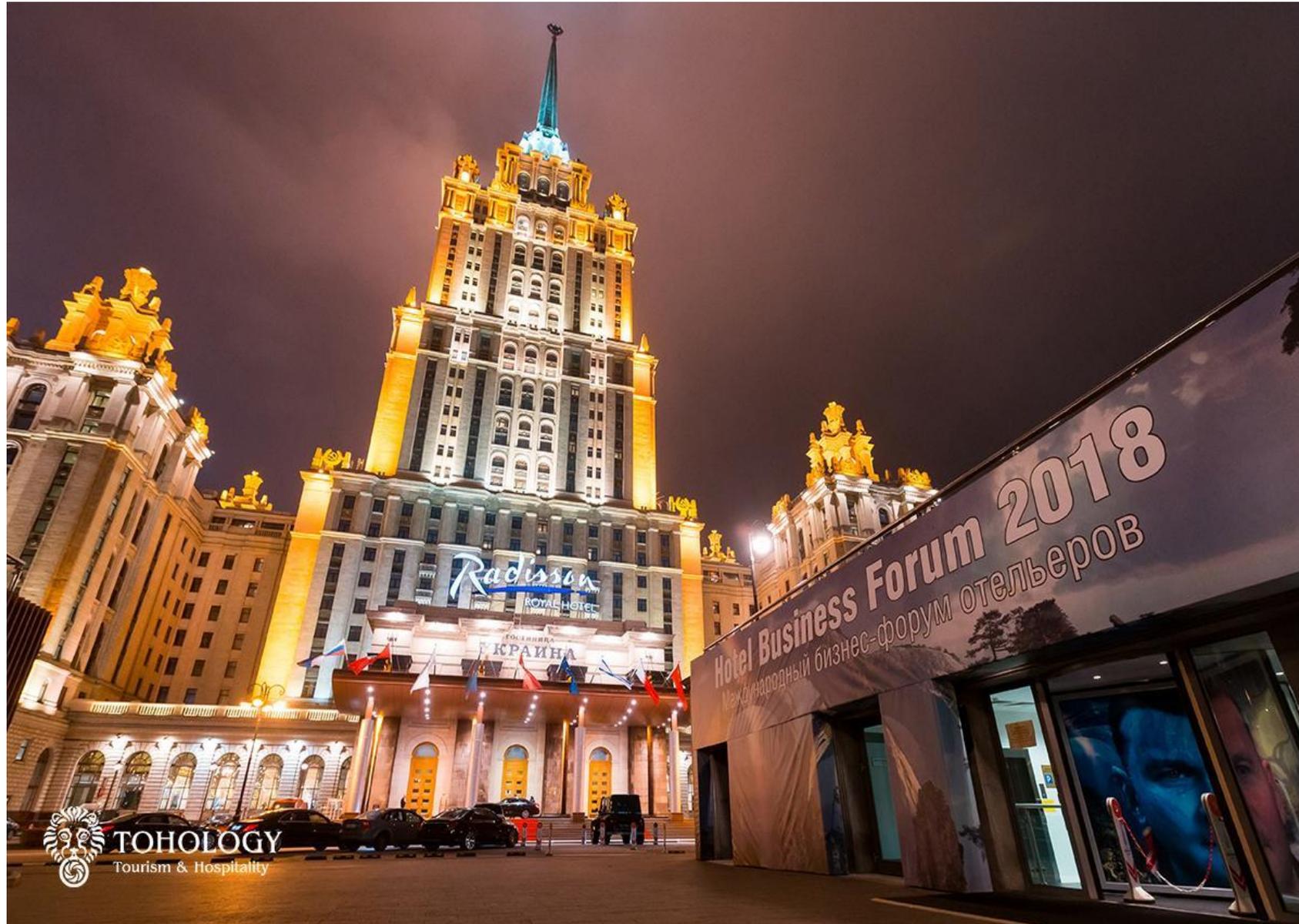
- Daily Visualize the long term Goal
- Celebrate your Success!

**I want to work in 4 of the best hotels in Moscow**

# Novotel



# Radisson Collection

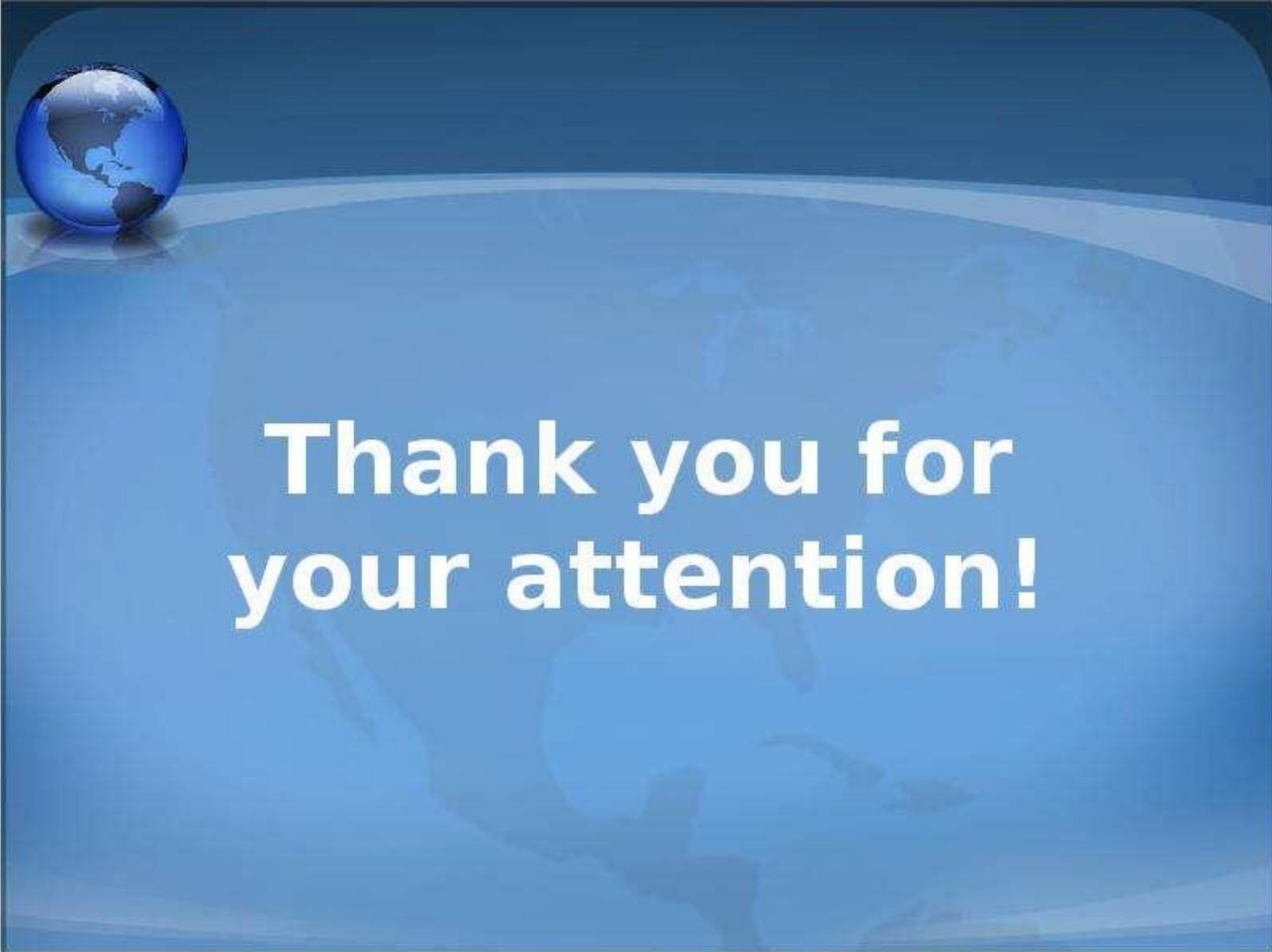


# *Metropol*



# Four Seasons





**Thank you for  
your attention!**