



hatss

HOSPITALITY & TECHNOLOGY SYSTEMS & SOLUTIONS

CONTENT:

- × COMMUNICATION SKILLS
- × LEADERSHIP
- × TEAM WORK
- × INSPIRATION
- × TIME MANAGEMENT
- × SELF DEVELOPMENT
- × BUSINESS
- × SELLING SKILLS
- × STUDY SKILLS
- × ATTITUDE

COMMUNICATION SKILLS

× Define Communication:

Communication is an art of expressing our ideas and thoughts to people.



VARIOUS WAYS OF COMMUNICATION SKILLS

- ✘ Presentation Skills
- ✘ Combination of Verbal and Non-Verbal
- ✘ Writing Skills and
- ✘ Conversation Skills



TYPES OF COMMUNICATION

- ✘ **Written communication:** It involves the use of written words to send a message from one point to another.
- ✘ Examples: letters ,emails , post cards
- ✘ **Oral communication:** It hold great importance in interacting properly with people.
- ✘ Examples: face to face meetings and speeches

LEADERSHIP SKILLS



LEADERSHIP

- × A leader is one who
- × Inspires a follower
- × Accomplish a works
- × Develops the follower
- × Shows how to do the job
- × Assumes obligations and
- × Overcome various obstacles In attaining the goal

LEADERSHIP CONT..

- ✘ Leadership is lifting a person's performance to a higher standard, the building of a personality beyond his normal limitations.
- ✘ The process by which a person motivates and guides the group towards a visualized goal



LEADERSHIP QUALITIES:

- ✘ Motivating capacity
- ✘ Courage
- ✘ Integrity
- ✘ Source of knowledge
- ✘ Responsibility
- ✘ Judgement
- ✘ Balance



TEAMWORK:



TEAMWORK

× What is a Team?

A Team is a number of persons associated together in work or activity: as a group of one side



TEAM WORK QUALITIES:

- ✘ Honest and Straightforward.
- ✘ A good team member is up front. ...
- ✘ A good team member does his or her fair share of the work. ...
- ✘ Reliable.
- ✘ Complements Others' Skills. ...
- ✘ Good Communication Skills. ...
- ✘ Positive Attitude.

INSPIRATION

- ✦ *If you can imagine it, you can achieve it; if you can dream it, you can become it.*
- ✦ Webster's dictionary defines inspiration as: “the action or power of moving the intellect or emotions”

INSPIRATION CONT..

- ✘ Inspiration is internal because:
 - + Inspiration comes from within and the encouragement and ideas are your own.
 - + When it comes from within, you own it and feel inspired.
 - + When you feel inspired you'll take action and “taking action” is the key to achieving what you want.

TIME MANAGEMENT



WHAT IS TIME MANAGEMENT?

- ✦ Time Management refers to managing effectively so that the right time is allocated to the right activity.



WHY DO WE NEED TIME?

- ✘ To Save Time
- ✘ To Reduce Stress
- ✘ To Function effectively
- ✘ To increase our work output
- ✘ To have more control over our job responsibilities





Effective Time
Management
Starts With
**Clear Vision
and Goals**

SELF DEVELOPMENT

- ✘ ‘Self Knowledge is the beginning of self-employment’
- ✘ Key understanding about Self Development
- ✘ Identifying and understanding oneself (SWPP)
- ✘ Developing self development goals/plan
- ✘ Creating and Practicing Positive attitude
- ✘ Understanding and Achieving success
- ✘ Managing yourself with time management

A green chalkboard with a wooden frame, set against a light beige background with a subtle diagonal line pattern. The words "SELF" and "DEVELOPMENT" are written in white, bold, uppercase letters. "SELF" is on the top line and "DEVELOPMENT" is on the bottom line. A faint, semi-transparent watermark "Can Stock" is visible behind the text.

SELF
DEVELOPMENT

© Can Stock Photo - csp11514962

METHODS OF SELF DEVELOPMENT:

- ✘ Mentoring:

Mentoring is the process of using specially selected and trained individuals to provide guidance and advance that will help to develop the carrier.

- ✘ Action Learning:

Action learning is a method of helping people to develop their skills by exposing them to real problems.

BUSINESS

Definition of Business

- ✦ Business as an occupation is the acquired set of specialized skills and abilities that allows people to create valuable goods and services.



BUSINESS CONT..

- ✘ Business has three dimensions of a meaning
 - + A commerce
 - + An occupation
 - + An organization

SELLING SKILLS

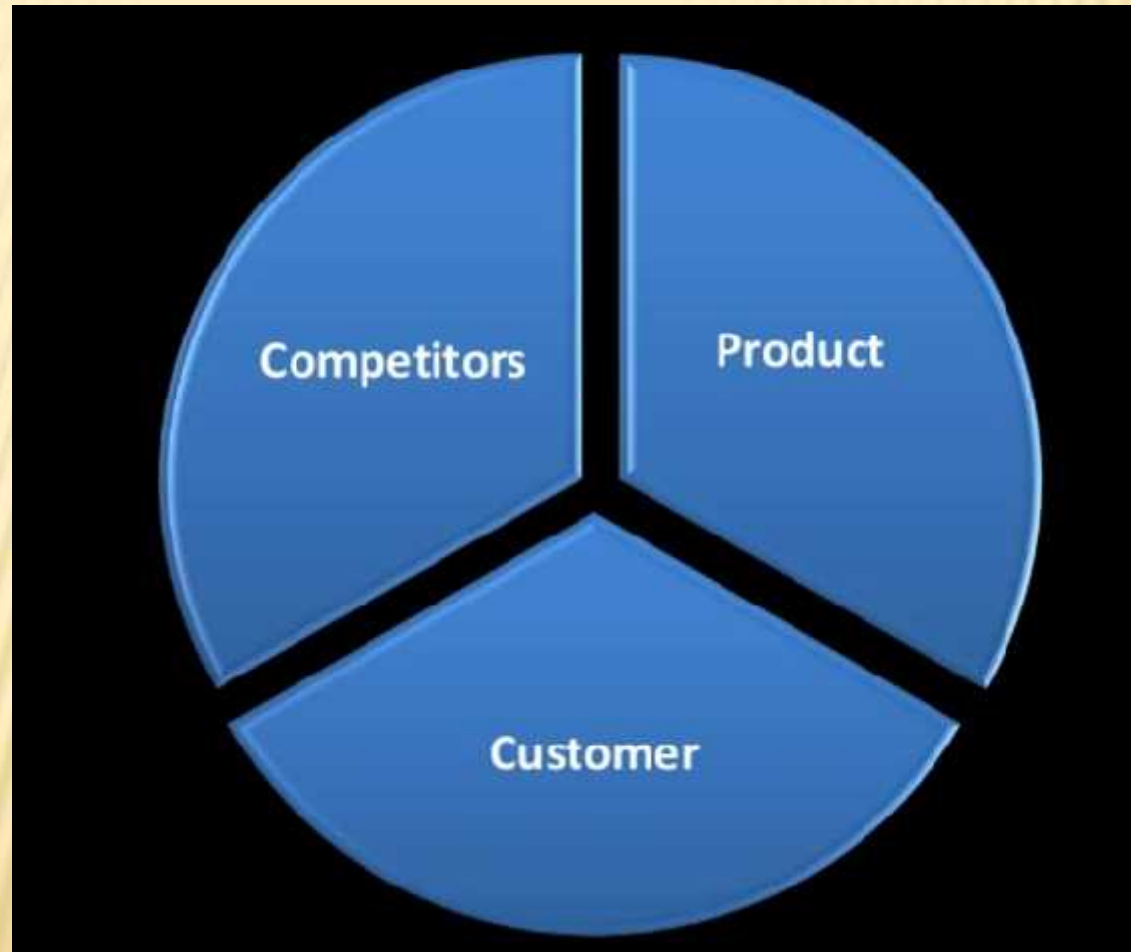
× **Definition:**

Selling is first and foremost a transaction between the seller and the prospective buyer or buyers (the target market) where money (or something considered to have monetary value) is exchanged for goods or services.

PRINCIPLES OF SELLING

- ✘ Human relation
- ✘ Straight Thinking
- ✘ Presentation

3 DIMENSIONS OF SELLING



STUDY SKILLS

- ✘ Study Skills are the strategies used to improve the learning ability.
- ✘ Set a regular time to study
- ✘ Remove all distractions
- ✘ Have all the necessary supplies
- ✘ Clear a TABLE in a Quiet place to study
- ✘ This means a desk with nothing on it except the subject that you are STUDYING
- ✘ Have a regular time and place for studying

NOT!!!

Study hard and smart
Aim not for perfection
but excellence

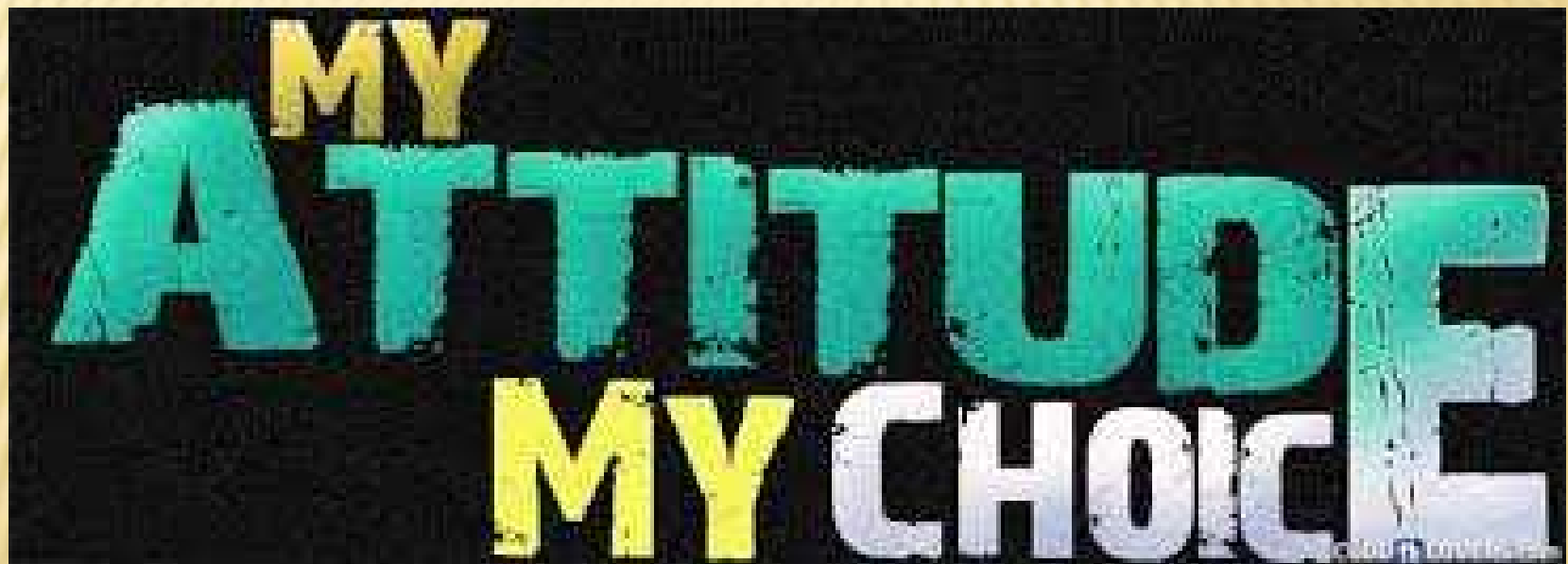


STUDY CONT..

- × Knowing
- × Comprehending
- × Applying
- × Analyzing
- × Synthesizing
- × Evaluating

ATTITUDE

- ✘ Attitude is a mental position relative to a way of thinking or being



If you think **you can**,
you're right.

If you think **you can't**,
you're right again.

Yes,
It is all a matter of **attitude**.

© 2000 The McGraw-Hill Companies
All rights reserved. Printed in the United States of America.



Thank
you!!