



Skills for future leaders **post-COVID**

The industry will eventually return to its former grandeur, opines **Ashima Chatterjee Misra**, Assistant Lecturer, Rooms Division & Business Communication, FHRAI-IFM.

The hospitality industry is a 24-hour, 365-day flourishing service sector, employing more than 11 million people globally to serve guests as service providers. It is a business of making guests feel welcomed, calm, and satisfied with the purpose of their visit. Hence, hospitality is often defined as a deliberate, planned, and sustained effort to gain mutual understanding between the organisation and public for meeting market demand. When it comes to sustainable effort, the pandemic has changed the world. There are many insecurities that surround us, and these have improved since we began working in hospitality. Hence, all hospitality service providers have had to rethink their systems and procedures in order to deliver the highest quality service in to attract and retain guests.

and upskill to meet the expectations of their guests. During the pandemic, hospitality saw a revolution in service, and the skill pertaining to it has become a must. Digital marketing, emotional intelligence, and digital communication have played a key role in reaching out to the public, while Standard Operating Procedures (SOPs) have been updated to reflect the preventive services provided by the pandemic. To manage the team and emerge as a leader among the others, the current hospitality workforce must work on themselves to develop such qualities.

Many affiliated hospitality education and training institutes and online platforms are assisting in upskilling and reskilling the industry's workforce. We, at FHRAI-IHM, are also trying to contribute to these



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In case of the hospitality sector, the quality of the deliverables depends on the level of competence exhibited by the employees during their service. Whether it is hands-on skills like creating a dish, serving a glass of wine, or making a perfect bed, or interpersonal skills, and so on, skills have long been the backbone of work in the sector. To win over guests' hearts and turn them into brand loyalists, a hospitality professional must have a balance of both hands-on abilities and interpersonal skills. The sector has taken a hard hit on operating speed due to the pandemic, but it is progressively recovering. However, the ability to retain these guests is entirely dependent on the quality of the services provided, which is directly proportionate to skill level. Hence, every hotelier must take steps to reskill



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developments by providing updated training to aspiring hoteliers as well as performing reskilling programmes for those already employed in the business. Many researchers are also breaking the sweat to discover and investigate sustainable approaches that will aid in the skill development in tourism and hospitality. The losses incurred by the service sector may be made up by investing in skill development at all levels, and the industry will eventually return to its former grandeur.