

CLIMBING THE HOTEL LEADERSHIP LADDER



ROLES ROTATION AND READINESS FOR GM LEVEL

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WHY A CAREER IN HOSPITALITY?

Hospitality has never just been about service.

It's about creating moments that people remember for a lifetime. And the people who create those moments don't just build careers - they build identities.

When individuals choose hospitality, they are not only choosing a job – they are choosing a path that can be experiential, global, aspirational and deeply personal.

Question:

What drives you to join this industry. What do you want from it?

Did you know?

The travel and tourism sector provides 1 out of 10 jobs globally. Yet people in underserved communities often don't have a path to employment opportunities in this industry. *Source: WTTC.org*



LEADERSHIP JOURNEY



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**YEAR
EXPERIENTIAL
&
ASPIRATIONAL
JOURNEY**

Foundation

Front Office
Rooms Division

Exposure

Corporate
Pre-opening

Leadership

Challenging
Markets

GM

Hotel
Leadership

Scale

Regional
Strategy

MODERN DAY REQUIREMENTS

- 01 Business & Financial Acumen
- 02 Technology & AI Awareness
- 03 Customer Experience Thinking
- 04 Sustainability & Responsibility

5 Capabilities That Accelerate Careers

- Learning Agility
- Commercial Thinking
- People Leadership
- Adaptability
- Ownership Mindset

CAREERS ARE NOT LINEAR

- Adaptability beats predictability
 - Don't chase titles - chase exposure
 - Ask: What problems do I want to solve?

KEY LESSONS

01 SAY YES EARLY

- Growth comes before you feel ready
- Discomfort = growth
- Opportunities come early
- Confidence follows action

04 PEOPLE ARE STRATEGY

- Build teams, not just results
- Inspire and develop others
- Leadership = influence
- Lead before you have a title

02 THINK GLOBALLY

- Work across cultures
- Build adaptability & awareness
- Global mindset accelerates careers
- Working with differences is a superpower

05 BALANCE DECISIONS

- Short vs long term
- Risk vs stability
- People vs performance
- Accountability matters most

03 UNDERSTAND THE BUSINESS

- Know revenue, costs, customers
- Think beyond your role
- Every action impacts value
- Shift: How do I create value?

06 KEEP REINVENTING

- Learn, unlearn, relearn
- Stay curious
- Adapt to change
- If you are not evolving, you are falling behind

ADVICE YOU WON'T HEAR ENOUGH

- ✓ Your attitude defines you
- ✓ Be coachable
- ✓ Build trust early
- ✓ Reliability beats talent

WHAT THE FUTURE DEMANDS

- Experience-led design
- Technology & AI
- Sustainability
- Think business + people + innovation



FINAL THOUGHT...

- Careers are built, not found
- Be resilient and intentional
- Keep moving and adapting
- Success comes from continuous growth