

Differentiate between the different management styles adopted by the different managers.
(p1.1)

The managers of the hotel of the hotel Riverside has the management style which adapted their way of working and managing probably to the environment of work. The housekeeping manger adopted the Elton mayo management style in contrast to the two other managers (Food and Beverage manager and Front Office manager) who adopted the FW Taylor management style. Since the employee of the hotel are willing to work in a place where they are willing to work in a place where they may have opportunities to express their abilities, bring their ideas, having a career prosper, being coached, the staff can be categorized as McGregor Theory Y worker. The staffs are also willing to be more taken in consideration by the managers.

The Food and department and the front office departments, they don't have any trust in their employees and the managers and recompense them only with money. There is neither training from the front office manger and nor after work feedback to know whether the work has been done correctly. The decision are all taken by the Food & Beverage Manager and he let never his staff to participate decision making and he don't care about his staff and the staff must only follow the rules and regulation. Normally when matching McGregor Theory Y worker to managers who adopt FW Taylor management style, the employee are generally not happy and are not satisfied of their work. On the other side if the employee of the category McGregor Theory Y to manager who adopt Elton Mayo management style (like for example the housekeeping Manager and his staff), the staff will be more fulfilled with their work. By analyzing the feedback of the House-keeping manager, it was obvious that the staff appreciate professionally their manager.

As conclusion, it can be said that after some analysis, the staff/employee of category McGregor Theory Y do not match to manager who adopt the FW Taylor management style as their objectives in the work is to have opportunities in the work and to have the abilities to express their idea and their motivation to work is not only to have money.