

The Impact of Teamwork in the Hospitality Establishment – A Case Study of Chariot Hotel Buea

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ABSTRACT

The process of working collaboratively with a group of people in order to achieve a goal is often a crucial part of a business, as it is often necessary for colleagues to work well together, trying their best in any circumstance. While working as a teamwork it will mean that people will try to cooperate, using their individual skills and providing constructive feedback, despite any personal conflict between individuals. Hence, an effective team will accomplish its goals in a way that meets the standards set by those who evaluate its performance. Therefore, employees of any tourism and hospitality establishment in general and Chariot hotel in particular must try to work as a family and they should equally adopt an adjusting and a flexible attitude towards work for better performance and if they want their business to move forward.

Keywords: team, teamwork, hospitality establishment

INTRODUCTION

A single brain sometimes is not capable of taking critical decisions alone and an individual needs the support and guidance of others to come out with an effective solution. When individuals come together on a common platform with a common objective of accomplishing a task, a team is formed. Ideally the team members should be from a common background and have a common goal to ensure maximum compatibility. The team members must complement each other and work in close coordination as a single unit to deliver their best. Every member in a team has to perform and contribute in his best possible way to achieve a common predefined goal. Individual performances do not count in a team and it is the collective performance of the team workers which matters the most ([www. Management study guide.com](http://www.Managementstudyguide.com)).

Background of Chariot Hotel Buea

Chariot Hotel is the most luxurious four stars hotel in the South West Region of Cameroon, its facilities are outstandingly gorgeous and are put in place to satisfy the needs of the numerous tourists coming into the country as well as its inhabitants. Its reception is open 24 hours/ 7 days a week with dynamic and welcoming receptionists to make you feel at home. The

transportation facilities are at the disposal of both the prospective guests and customers from the airport and bus services for hire to other locations. Lodging facilities have been grouped into five categories to satisfy all classes of guests, ranging from the presidential, deluxe, prestige, executive and the mini-executive suits and all suits are very comfortable and all are equipped with queen size beds, air condition, electronic door locks, cable channels, telephones, hot and cold bath, and Wi-Fi internet connection (Abam, 2017).

Chariot hotel has an air conditioned restaurant than offers its guest both African and foreign cuisines in a comfortable, relaxing and beautiful setting. There is also a specially designed “SPYCE NIGHT CLUB”, the best in Cameroon which offers the guest rich relaxation with all types of music brand while enjoying a free snack with drinks of all variety. Customers can organise parties or events here. Other facilities offered at chariot include: a modern traditional bar, set up to spice up your evening relaxation with drinks, roasted fish, chicken, pork and beef, just into the night club to dance all night. An ultra-modern gymnasium for keep fit weight reduction and improve on the customers beautiful, there are also four beautiful conference halls available for any type of event, twin Olympic standard swimming pools also

available for parties, picnics and special events and finally children are honoured at Chariot Hotel with not only the swimming pool but with a specially designed park (www.all-about-cameroon.com).

LITERATURE REVIEW

Teamwork involves a set of interdependent activities performed by individuals who collaborate toward a common goal or it involves a set of tasks and activities performed by individuals who collaborate with each other to achieve a common objective and whose objective can be creating a product, delivering a service, writing a report, or making a decision. Teamwork differs from individual work in that it involves shared responsibility for a final outcome (www.boundless.com).

Teamwork skills include the mix of interactive, interpersonal, problem solving and communication skills needed by a group of people working on a common task, in complementary roles, towards a common goal whose outcomes are greater than those possible by any one person working independently. Healthy competition must be encouraged among the team members and the performance of every team member must be evaluated timely and the best performer should be rewarded suitably so that the other members also get motivated to perform. Recognitions go a long way in motivating the team members and make more

FINDINGS AND ANALYSIS

Table1. Showing the employees responding vis-à-vis variables of teamwork in Chariot hotel Buea

Variable	Number of employees	Percentage (%)
Employees have different talents/skills	10	100%
Mutual Trust is necessary for effective teamwork	8	80%
Mutual Trust is not necessary for effective teamwork	2	20%
Reward is need to attain company’s goal	6	60%
Reward is not needed to attain goal	4	40%

Source: *fieldwork*

From table 1 above, all the employees (100%) of the hospitality establishment interviewed by the researcher agree that employees have different talents or skills and the combination of these abilities and expertise is needed to accomplish the required tasks and produce the necessary result.

As concerns mutual trust, 80% of the employees are of the opinion that trust is necessary for effective teamwork and 20% think that mutual trust has nothing to do with effective teamwork. Confidence between team members and that each employee puts the best interest of the team

perform better. Communication between team members must be effective, crystal clear and precise so that every team member gets a common picture and effective communication also nullifies misunderstandings and confusions that may lead to conflicts and which may make individuals waste their time and energy in fighting rather than working (www.managementstudyguide.com).

Team work is actually the collective effort of each and every team member to achieve their assigned goal and no member can afford to sit back and expect the other member to perform on his behalf therefore, members must be committed towards their team as well as their organization to avoid conflicts as nothing productive comes out of unnecessary conflict and in turn diverts the concentration and focus of the team members. Every member should adopt an adjusting and a flexible attitude and one should consider his team members as a part of his extended family all working together towards a common goal, members must be dependent on each other for the best to come out (www.managementstudyguide.com).

RESEARCH METHODOLOGY

For this research work, the researcher used both primary and secondary data that was information collected from the field through interviews and also through the websites of Chariot hotel Buea (Veal, 2006).

ahead of individual priorities will lead to effective teamwork thus producing better results.

For reward, 60% of the employees remark that the recognition of achievement toward objectives and reinforcement of behaviour supports the team's work and this will help to attain the company’s goal while 40% of the employees disagree.

CONCLUSION

Every individual or employee of the tourism and hospitality industry should think of his team first

and his personal interests should take a backseat so as to foster teamwork and better performance in their establishment. The personality of the management should be such that every team member should look up to him and take his advice whenever required and they should not be partial to any member and support each of them equally.

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