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**DETERMINATION OF THE
CHARACTERISTICS OF TURKISH
MANAGERS: A CASE STUDY IN
FIVE-STAR HOTELS**

INTRODUCTION

The case study “Determination of the Characteristics of Turkish Managers: The paper ‘Managerial Attributes of Five Star Hotels: A Case of Turkey’ provides valuable information and analysis concerning the distinct Leadership styles existing within Turkey’s five-star hotel industry. Knowledge of such characteristics is crucial to analysing the influence of the cultural, economic and social environment in the context of managerial activities in the field of high-level hotel services.



LEADERSHIP STYLES



The analysis of the case study presented in the present paper changes that it showed that managers in the Turkish five-star hotels tend to demonstrate transformational leadership behaviour. Wok prefers to lead people with passion and make their entourage share that passion he motivates people and gain their trust. This style is pivotal for sustaining the high-quality of service and guests' satisfaction in the highly competitive environment of a luxury hotel industry.



EMPLOYEE DEVELOPMENT

Another is the development of the human resource of the company by hiring and retaining the right talent for the job. Once again, the case underlines the need for companies to develop promotions and career ladders as well as to provide detailed training interventions. Turkish managers can work to increase the level of job satisfaction and thus decrease the level of turnover through training.

CONCLUSION

A more specific case is the investigation of Turkish managers in five-star hotels where all the peculiarities of their profile and the issues they encounter are discussed. These managerial traits along with understanding the critiques discussed above will enable the enhancing of efficiency and performance of the Turkish managers and further continuation of the Turkey's Luxury hospitality giants.



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