

Importance of Emotional Intelligence in the Hospitality Industry

Dr. Rukshana Billimoria

Principal

Anjuman-I-Islam's Institute of Hospitality Management, Mumbai, India

Abstract: *The purpose of this paper is to offer a higher understanding of tourism and hospitality management by exploring the perceptions of and the application of emotional intelligence (EI) in the practices of managers. The impact of EI on improving enterprise performance is broadly stated in commercial enterprise and control studies. but there may be restrained studies inside the context of the tourism and hospitality industries. The paper contributes to the literature through a qualitative observation of the perceptions and stories of center-stage managers. statistics become amassed via semi-established in-depth interviews conducted in tourism and hospitality establishments inside the United Kingdom. The findings of the study reveal that EI can have a nice contribution to enhancing staff delight, motivation, and normal business productivity. They spotlight the significance of building nice relationships among groups of workers and the important role middle control has in a corporation. based totally on the locating from the qualitative inquiry, the authors recommend a model conceptualizing the function of managers' EI in developing an aggressive advantage for the agency. realistic implications are discussed and tips for similar studies are supplied.*

Keywords: Hospitality, Emotional Intelligence, Motivation, qualitative productivity, tourism industry.

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