




“What Game Are We Playing”
Strategically Repositioning Housekeeping
Within Our Business

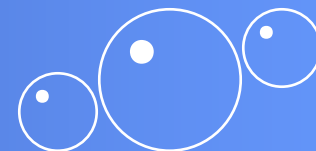
Presented by William Ford – Director, Protea Hotels





To dream or not; the choice is yours

- Realising your Dream
 - Belief System
 - Embarking on your journey
- 



*Tomorrow – oh, ‘twill never be,
If we should live a thousand years!
Our time is all today, today,
The same, though changed; and while it flies
With still small voice the moment say:
Today, today, be wise, be wise.”*
- James Montgomery



Good leaders are made, not born

- Leaders vs. Managers
- What is Leadership?
 - Values
 - Thought
 - Action
 - Vision

Values Leaders

- Actions affect many different groups
- Personal values
- Serving the community
- Build coalitions
- Trusted
- Tenacious



PROTEA HOTELS

Thought Leaders

- Examine questions



Action Leaders

- Accomplish great things with a good idea
- Recognise potential
- Actualize possibilities



Visionary Leaders

- Guide



PROTEA HOTELS

There is no inertia in business
If the business is not moving forward, then the
leader is failing.

Firms win or lose; leaders come and go

Business has no minor league: you lose and
you are out!



PROTEA HOTELS

Role of the Housekeeper

- Invisible workers
- Organisation
- Multi-task
- Physical hard work
- Trust
- Health and safety

