

Luxury Hotel Executives Learn a System for Staying in Control of Their Workloads and Increasing Focus on Priorities

“I am a much more balanced executive because I have trust and confidence in the system. With all the conflicting, important requests that come my way and way of my executives, it helps me to know that there is a tool to help us stay focused on what is really important so we don’t get caught up in the distractions.”

– General Manager
Luxury Hotel

Customer Profile

A world-class, 375-room luxury hotel generating \$70-80 million in top-line sales annually.

Business Situation

The General Manager of a world-class, luxury hotel in Florida was familiar with the McGhee methodologies and wanted to introduce his team to a proven system for prioritizing and executing tasks against objectives.

Solution

The Executive Take Back Your Life™ (ETBYL) group session brought a structure to how the Guidance Team at this luxury hotel processes information in an industry where customer service is key. It enabled them to create a system of checks and balances for ensuring that goals and projects are executed upon effectively.

Benefits

- Improved work/life balance among the Guidance Team
- Established a road map and system for staying focused on high-level goals
- Created a process for cutting down e-mail processing time

This world-class hotel chain with more than 30,000 employees is a premier provider of luxury brand hotels and resorts with properties located in major US cities and countries worldwide.

The General Manager (GM) in charge of the Florida location wanted a process for ensuring that his team was actively establishing priorities and executing actions against those priorities in a timely manner. He was familiar with McGhee Productivity Solutions (McGhee) and decided it was time to introduce his team to the methodologies.

As a result of enrolling in the Executive Take Back Your Life™ (ETBYL) group session, the hotel’s Guidance Team increased the quality of their communication, improved the efficiency of their one-to-one meetings, established realistic response times, and improved task management. Above all, it allowed them to more effectively manage their time between strategic initiatives and the ubiquitous stream of customer and internal requests fluid in the hospitality industry.

Situation

Due to turbulent economic times, the hotel needed a strategic approach for accomplishing more with less. And despite the staff’s increased workloads, guest service needed to remain strong. Because of this, the GM decided it was time for his team to learn a proven system for managing their tactical day-to-day work more effectively – including hundreds of e-mails and requests – while simultaneously remaining focused on accomplishing the hotel’s longer-term goals. It was essential that they manage their communication, tasks, projects, and actions in a flexible system that would allow them to stay true to the hotel’s mission – to be the premier choice of luxury experiences in the Miami market.

Solution

The GM hired Mario Dones, McGhee Consultant, to facilitate an eight-hour Executive Take Back Your Life™ (ETBYL) group session for the eight-person Guidance Team. Strategies and tactics were created for incorporating the goals of the team and hotel into the daily processes of each executive. Using McGhee methodologies, they emptied e-mail and voice mail inboxes, planned meetings, and developed strategies for managing objectives.

Working cooperatively, the Guidance Team made decisions regarding shared challenges, such as: e-mail volume, message relevance and clarity, customer requests, urgent issues, and interruptions. Individually, each developed a system for collecting and processing information and learned how to prioritize tasks on the calendar using Microsoft Outlook.

“In today’s economy, TBYL methodologies have clearly enabled me and my team to create greater work/life balance – by simply having the security of knowing what needs to get done each day without missing the important items along the way.”

– General Manager
Luxury Hotel

For more information about McGhee products and services, please call the McGhee information line and leave a message at 1-866-400-9948 or send an e-mail to info@mcgheepro.com.

To access information using the World Wide Web, go to www.mcgheeproductivity.com.

McGhee Productivity Solutions, Inc. (McGhee) provides consulting services, tools and education to increase productivity and work/life balance. Based in Denver, CO, McGhee integrates its proven methods and protocols with Microsoft technology to deliver innovative action-management strategies to individuals and organizations worldwide. From the boardroom to the knowledge worker, the McGhee approach maximizes technology investments, improves job satisfaction and drives sustainable productivity throughout an organization. CEO Sally McGhee is the author of the popular book series [Take Back Your Life! Using Microsoft Outlook to Get Organized and Stay Organized](#).

Benefits

The Guidance Team now has a system for balancing multiple priorities, shaped not only by strategies, but by the needs and request of their customers. With the right priorities and the right projects organized in one cohesive system, each executive strategically reduces interruptions and manages their objectives more effectively. “With this approach, we are able to focus on the important rather than the urgent,” explained the GM.

Additionally, the ETBYL put structure behind the team’s 1:1 meetings, creating a clear, constant focus for ensuring that they execute and don’t procrastinate projects that lead to the fulfillment of the hotel’s long-term goals. “Since the training, I have greater confidence that the goals and objectives of the hotel are really woven into the strategies and tactics of every executive that works on my team,” said the GM. Because of the Guidance Team’s success and enthusiasm, McGhee has since rolled out another seminar to the hotel’s Core Leadership Team.

From a personal perspective, the seminar helped the executives create greater work/life balance by ensuring that the demands of the job do not push family time by the wayside. “With this system, you have more ability to be in control of your destiny,” said the GM.

As a standard practice, McGhee collects both qualitative and quantitative data prior to and after the group seminar to measure impact and return on investment. This group experienced the following results:

Qualitative Results

- Improved effectiveness of 1:1 meetings
- Increased focus on priorities and strategy
- Improved method for following up with each other
- Improved confidence and sense of control
- Increased bandwidth for tactical the day-to-day work

Quantitative Results

- 48% decrease in number of interruptions each day
- 37% reduction in time spent looking for information each day
- 44% reduction in time spent in e-mail each day
- 47% decrease in the number of e-mail messages stored in the inbox