
What was the research about and why is the research important?
Hotels are not excluded from the impacts of recessions. Given the likelihood of lower business levels will be the need to potentially reduce operational costs. How a hotel does this and maintain it service levels, and then secure employees when the recession subsides is challenging.

When was it conducted?
2008

Where was it conducted?
New Zealand

Who was involved?
Five-Star hotels in New Zealand

What were the findings?
Hotels that have established and maintain a high level of OSC have a better chance of maintaining performance levels than hotels with a lower level of OSC during economic downturns. Much of the success in these times is down to the leader.

To read more about this research click HERE