

In defence of hospitality careers: perspectives of Zimbabwean hotel managers

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Abstract

Purpose

Most of the research on hospitality jobs has focused on the least enjoyable aspects of hospitality careers, while overlooking its “upside”. This paper aims to look at the “love” side of what could be described as a love-hate relationship that hospitality managers share with their jobs.

Design/methodology/approach

The research used qualitative interviews with 83 hotel managers in 23 registered hotels belonging to the three- and four-star categories in Zimbabwe.

Findings

The most liked attributes of hospitality management careers among Zimbabwean hotel managers were found to be: interacting with people from various countries, cultures, and lifestyles; working in a “nice” environment; perks; challenging work; stimulating work; glamour/prestige; the global nature of the industry and associated mobility; opportunities for networking with various groups of people; growth opportunities; dynamic and exciting nature of the industry; ability to apply individual creativity; and working with a diverse workforce.

Research limitations/implications

The use of a Zimbabwean sample means that findings cannot be generalised for the worldwide hospitality industry.

Originality/value

The research rebalances the assessment of hospitality work by looking at the often overlooked “upside” aspects of hospitality careers.