

Managing Stress In Hotel And Restaurant Operations

The Hotel And Restaurant Association Western India (H&RA(WI)), recently organised a seminar on 'Stress Management In Hotel and Restaurant Operations' at the Revival Restaurant Mumbai. The seminar was attended by over H&RA(WI) 70 members.

Speaking at the seminar, D S Advani, chairman, seminar and HRD sub-committee, stated that, "In today's business world, as well as day to day life, stress and strain have become a part of life and instances are galore, where, if not taken care of in time, can create havoc in not only our business operations, but also deteriorates into a hazardous life. By following the techniques, which will be elaborated upon, by Murli Menon, I am sure each one of us will immensely benefit, in controlling stress and strain, thereby improving our productivity.

The hectic life styles, have been taking a toll on our energy,



but the mind power, can help us in reaching our goals, as you will observe at the end of the seminar. It is not just meditation and dieting. It is indeed a beginning to a new life style, which deserves to be adopted, by each one of us, to succeed."

Menon began his Power Point presentation in a most vivid and illustrative manner. Starting the proceedings through a prayer and a clapping exercise, he took



the entire gathering into a different ambience. Explaining the concept of ZeNeuro-Linguistic Programming, he stated that the crux of the matter is structured behavioural changes by programming responses through NeNLP techniques.

Narrating the stress conditions in hospitality industry, such as economic stress, arising out of reduced occupancy, decreasing ARR, increasing competition and costs, effect of terrorist attacks, epidemics and wars, he called upon the participants to look at the aspects of physical stress, mental stress and spiritual stress.

Explaining the three aspects, he illustrated the effects of long working hours, less exposure to sunlight, irregular diet, lack of exercise and food habits that cause unbearable physical stress. He also stated that lack of quality time with family members and the work pressure and the deadlines in business, are

causing mental stress, which impairs health.

He spoke about ZeNLP, a technique developed by a team of psychotherapist, psychologist and hypnoterapist which can be used to programme the brain. In fact, the technique was being followed by the tribal people over generations to help manage stress. Emphasizing the need for motivation, he stated that the technique helps to build trust, thereby reducing stress level. He called for a physical, mental and spiritual rapport at the work place, thereby creating trust within the organisation.

Explaining that mind has three basic methods of perceiving the world namely visual, auditory, kinesthetic, he then stated that seeing, hearing and feeling are the basic tents. Advocating the drawing of a mental map, he felt that such mapping is a natural way of understanding each other.



Turning to the concept of meditation, he stated that Earth Fire and Water, are the basic points around which the mankind revolves around.

Describing the salient aspects of the visuals, the auditories and the kinesthetics, the three categories of persons, he illustrated the mind power that works, when

one communicates with others. Giving illustrations from the field of sports, he analysed the leading sportsmen of the world and their achievements through mind power. According to him, to manage stress better, one has to communicate with one's own mind. For removal of physical stress, he advocated a Zen diet with ample exercise, while for mental stress, he suggested meditation and music therapy.

For removal of spiritual stress, his mantra was to chant prayers. He then suggested various remedies for the three types of people to control stress and then played some tribal music to bring to notice the effect of music on human body. Advocating the participants to test for themselves, the special menu designed on the basis of ZeNLP techniques, he was confident that the practicing of this technique will go a long way in

helping removal of stress.

Concluding the seminar, the participants were required to fill in a questionnaire which would eventually be analysed by Menon. The report was an attempt to analyse their mind and personality and will help the participants to understand and practice the technique in the right direction. □