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Research Title: The Development of Night Manager Skills in the Kingdom of Saudi Arabia Hotels (as Applied to Three and Two Class Hotels In Riyadh City.

Abstract:

This research focuses on developing the performance of the night managers in second and third class hotels in the city of Riyadh, Saudi Arabia through their dealings with inside and outside hotel guests in the night-shift in addition to dealing with staff in various departments. The hotel industry refers to the phenomenon as a general weakness in the skills they have and is therefore reflected in the quality of services provided to guests with regard to late check-in to the hotel or when rooming with exercise of the various aspects of activities in various departments of the hotel until their departure. The problems that appear during this require analyzing the weaknesses and work to remedy them through intensive courses on management skills and up-to-date hospitality training.