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Teamwork in Vietnamese private tourism enterprises

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Abstract

Teamwork skills are characteristics of interaction among team members, following are work efficiency, capacity development of all members. This is specifically required for people working in the very dynamically developed private service sector, especially in the tourism industry. A big goal often requires many people to work together, as their workgroup becomes an important definition in the organization as well as in life. In today's era, when science and technology is developing more and more, the requirement to work according to the concept is more necessary than ever. Simply because no one is perfect, teamwork will focus on each person's strengths and happiness for each other. Therefore, teamwork skills are a very complementary and necessary subject. Teamwork skills are a good environment for everyone to develop knowledge, skills and work experience.

Keywords: teamwork, private companies, tourism industry, Vietnam

1. Introduction

▪ Overview of teamwork?

Teamwork is a common form of work, where people with

With the same purpose, the plan will work together. They interact, help, give ideas to develop their goals.

Teamwork is showing more and more of its strengths, especially in the current integration era.

▪ Why group work?

It is not natural that teamwork is so highly valued. Here are some reasons that you should immediately apply this form of work in your life:

Teamwork helps to increase solidarity among people in the same group. Since then, improving the responsibility, the spirit of contribution of each individual to the common work.

Each member has its own advantages and disadvantages. When working together, the strengths of one will offset the weaknesses of the other, thereby improving outstanding problems and improving efficiency.

The current jobs are multi-disciplinary. Therefore, it requires a harmonious combination between departments. If you don't know how to work in a team, you won't be able to ensure that these multidisciplinary tasks run smoothly and flawlessly.

2. Benefits of teamwork in Vietnamese private enterprises

2.1 How dose group work affect individuals and businesses?

2.1.1 What are teamwork skills?

- Teamwork is the trend of successful working in this era.
- Teamwork plays an important role in improving labor productivity, helping to build a professional working environment.
- The trend of teamwork in the current departmental team is to recruit employees
- Quality, appreciating soft skills such as teamwork, individual work followed by professional skills.
- In the departments always maintain discussions to find the best solution. Therefore, group work is considered more effective than individual work.

2.1.2 Benefits of teamwork for individuals

- Have you ever wondered how difficult it is to do a project? Or even with all the necessary competencies, it can be very difficult to do all the work yourself.
- There is a proverb that says: “One tree makes a young dream, three trees together make a high mountain” to highlight the strength of the spirit and the results when working together as a team.
- Each individual will have their own unique strengths and perspectives. So when combined together, the issues will be seen by customers more deeply and more deeply from many different angles. Besides, when the amount of work is divided among everyone, it is certain that work productivity will be similarly improved with one's own work.
- Lesson learned: Use the power of your team members.
- Get together with people, take advantage of the benefits of teamwork skills in the business, you will soon notice an improvement in the initial quality of the work.

3. Overview of travel services of businesses today?

3.1 What is the company of the tourism industry?

Tourism business is the business activities of tourism products and services. Tourism business is also part of the service business system.

When customers have a need to travel and find travel companies, the company will give customers the service experience and enjoyment during the trip. Products and services are not tangible, they are in the form of unique and new experiences.

Usually, when it comes to travel agencies, most people think that a travel agency is a company that deals in travel services. But in reality, the travel agency is a multi-industry company. The professions a travel company can choose to do business are: Travel services; Tourist transport; Tourist accommodation, restaurants, eateries and other travel services. Each tourism service industry has its own conditions specified in the Tourism Law 2017.

3.2 What are the current travel service business conditions?

Pursuant to Article 31 of the 2017 Tourism Law, conditions for travel service business are as follows:

- Conditions for domestic travel service business include:
 - Being an enterprise established in accordance with the law on enterprises;
 - Deposit for domestic travel service business at the bank;
 - The person in charge of the travel service business must have an intermediate or higher degree in tourism; If you graduate from an intermediate or higher degree in another major, you must have a certificate of domestic tourism operations.
- Conditions for international travel service business include:
 - Being an enterprise established in accordance with the law on enterprises;
 - Deposit for international travel service business at the bank;
 - The person in charge of the travel service business must have a college degree or higher in tourism; If you graduate from a college or higher in another major, you must have an international tourism management certificate.
- Enterprises that satisfy the business conditions specified in Clause 1 of this Article shall be granted a license to

provide domestic travel services; meeting the business conditions specified in Clause 2 of this Article shall be granted an international travel service business license.

- Fees for assessment and issuance of international travel service business licenses and domestic travel service business licenses shall comply with the law on fees and charges.
- The Government shall detail the deposit for travel service business specified at Point b, Clause 1 and Point b, Clause 2 of this Article.
- The Minister of Culture, Sports and Tourism shall detail the person in charge of the travel service business; content of training and retraining, organizing examinations, granting certificates of domestic tourism operations and international tourism operations.

Thus, according to the above regulations, the advisory board will send you the above information about the current travel service business conditions to comply with the provisions of the law.

4. Improve communication skills of members in tourism

- Communication in the tourism industry is very important. Because of the nature of their work, it is to directly contact and guide tourists about the place they guide, above all, communication skills will help tourism workers to improvise with unexpected situations. the fastest, most efficient and most satisfactory way. We need to have enough professional knowledge and then our confidence and friendliness towards people.
- The job of the tourist industry is to convey information to visitors. When customers have questions or want to learn about a certain tourist destination, tourism professionals need to have enough knowledge and presentation skills to be able to convey the content fluently with an emotional voice to avoid rumination. Sleep causes boredom to the listener.
- Emotional mastery skills are also very necessary, you must always be in a happy, open and comfortable mood to serve visitors the best. You must always be calm before all situations, no matter what happens, you must keep a polite attitude with visitors. You must give visitors peace of mind and comfort when traveling with you.
- In the working environment: Having communication skills helps you easily convey information to employees and colleagues, the ability to work in groups is flexible and more effective. Besides, this skill also helps your presentations become coherent and attractive to the audience.

5. Promoting creativity and making good decisions – the case of the tourism industry

When working in a group, all team members must work together, unite and work together to be able to complete the goals and tasks in the best possible way. Of course, when working together like that, it is necessary to have a rhythmic coordination of creative minds to be able to make the right and best decisions in the process of working and working together. With each other, the members must come up with ideas that are suitable for the task and the work that the group must complete, then the whole group will discuss the ideas together and make a better decision for the group. job. In addition, when working as a team for a business or any other

environment, the occurrence of risks is inevitable, however, when working in groups, team members can learn from the mistakes of others. Each other so that members can avoid future mistakes, gain insight from different points of view, and learn from more experienced colleagues. Where it is possible to discover new ideas from colleagues to identify approaches and find more effective solutions for their work, this active participation can create a motivation. clarity to solve problems and generate ideas more effectively. Like other industries, tourism has been and is one of the most popular and rapidly developing industries today, the establishment of a travel company also needs a lot of factors from: Ensuring registration setting up a company in accordance with the law of Vietnam, having a tourism business plan. This is a condition for establishing a domestic travel company. For international travel companies, it is necessary to have: International travel business license, deposit 250 million VND, own at least 3 guides who are issued guide cards. In addition to the necessary and sufficient conditions As above, the tourism industry as well as other industries, the problem of teamwork must always be enhanced and developed in the working process to ensure the improvement of service quality and customer experience. requires employees as well as departments of the company to closely coordinate as well as link to be able to complete the job well. In the tourism industry when facing difficulties in many aspects that may be an unknown individual and not yet grasping the work, group work is a fairly viable form in such a case, the nature of the work requires The understanding as well as skills in all activities of the industry aimed at the needs of customers through teamwork and close connection between members are all for the purpose of improving and completing the assigned tasks.

6. Teamwork boosts employee morale and motivation

According to science, biologically and psychologically, people often feel better when working in groups instead of alone because the benefits of teamwork are huge:

- When feeling tired, teammates can help, share the energy you need to get through.
- When sharing successfully will boost a lot of motivation for the group. Meanwhile, sharing about failure will help make the dark days less gloomy as well as the members will come up with solutions to overcome together.
- Working in a team adds to a sense of belonging – when employees are part of a common goal, they feel more connected to the company and therefore more accomplished and proud of their work.

The top benefit for teamwork skills in the enterprise is to build a rewarding and healthy environment for employees. Developing this skill will help improve employee loyalty to the company, increase retention rates and also increase revenue efficiency-these are all positive things for any business. any.

7. Essential skills when working in a team

7.1 Teamwork skills in businesses bring great work opportunities - the case of the tourism industry:

In a business model of an enterprise or any organization operating, there are also lessons to be learned for yourself and the team in charge of assigned roles and tasks. Learning and gaining experience through mistakes as well as

incompleteness in the work process will definitely be a lesson for everyone to understand and improve in the process of working, learning more. Gaining experience from colleagues or team leaders who have more experience than us is a certainty in the process of working together. Through this we can improve ourselves better learn many skills in ourselves and that will help a lot in group work activities, encourage ourselves to be able to solve problems. quickly and more efficiently. In the tourism industry, soft skills are one of the strengths for this industry, through which today tourism training schools are very focused on this issue for students, some soft skills such as: Communication, presentation, problem-solving skills. Due to the nature of my work as well as my learning with team members, seniors, sisters and the labor market in the process of operation. If we act, we will surely have more opportunities to develop ourselves stronger. As a result, we can develop ourselves to have the simplicity of work that we have experienced.

- Firstly, continue to innovate thinking and raise awareness throughout the industry about the digital revolution with the tourism industry. Tourism management agencies at all levels and mass media agencies promote communication and raise awareness of employees, tourists and the community about the digital revolution in the tourism industry; Strengthening training and retraining courses, organizing conferences and seminars on the digital revolution with the tourism industry are also positive measures to raise awareness and renew thinking for the global workforce.
- Second, perfecting institutions, mechanisms and policies on human resource development in the tourism industry. Review, amend, supplement and promulgate new legal documents related to the digital revolution to the tourism industry in general and to develop human resources in the tourism industry in particular to suit the current context. new scene, situation. There is a good remuneration mechanism and a mechanism to attract talents for the tourism industry. Creating favorable working conditions and working environment for human resources with high technology qualifications in the tourism industry.
- Third, to increase the application of advanced technology in tourism activities, it is necessary to complete and implement synchronously the e-Government, implement electronic administrative procedures, online public services, digitization - public services. technologization of professional management activities.
- Fourth, strengthen training, fostering, training and retraining for tourism human resources to equip them with knowledge and skills about the digital revolution in the tourism industry; improve the capacity of employees to use information technology in their work in the tourism industry; improve the qualifications and understanding of employees about the source and core technologies of the digital revolution and their applicability to the tourism industry.
- Fifth, promote international cooperation, strengthen interdisciplinary coordination in training and scientific research. Exchange experts, scientists, send students, students and employees to study, foster and improve their technology skills abroad, learn from experience in applying advanced technology to development.

8. Discipline of training - tourism industry case

In any job, discipline is an indispensable part, discipline is always setting goals and plans and then trying to complete and achieve that goal, not letting emotions and feelings. lethargy, laziness affects. Disciplined people are decisive, face difficulties to solve, not avoid, give up. When working in a group, you must not do it on your own, but you need to comply with the group's rules as well as respect each member of the group, this is too obvious when a group embarks on implementation. a certain task is assigned, must respect and comply with the same as the rest of the group. When a group is formed, it is required to have discipline with each member so that the group can complete the task well. Because of that, people who often work in groups will be better disciplined than those who work independently. For businesses in general and travel agencies in particular, discipline must always be associated with professional ethics in an organization, they must try their best to build and contribute when required. Asking for something suitable to their abilities during the operation, not being lazy, pushing the work to others... As a tour guide, when leading a tour, you must be dedicated and dedicated to giving guests The company's customers have a good experience for the trip and bring benefits to themselves as well as the company they are operating. The peculiarity of the tourism industry is to connect people with people, especially when working with a group, in the long run, it will help each of us perfect and practice discipline.

9. Teamwork skills in the tourism industry

▪ Communication function

For tourism students, the first skill that you need to have is communication skills.

Because of the nature of their work, they are in direct contact with tourists about places, cultures, people, etc. Therefore, equipping yourself with communication skills helps you to apply the sea flexibly in awkward situations. Flexible communication skills help you confidently express yourself at work, with customers, partners... In order to have excellent communication skills beyond the "gifted" ability, you must constantly practice. In addition to good professional knowledge, it is necessary to have confidence when expressing yourself. Good communication is an indispensable requirement for success in the travel industry.

▪ Public speaking skills

One of the important tasks of the tourism industry is to convey information to customers, creating trust for customers. Therefore, the tourist himself needs to have a good ability to catch the customer's psychology, make a good presentation, and inspire the other party.

Because if you only convey information in a steady voice, lacking emotion, it is not possible to convince the other party, causing boredom.

▪ Emotional mastery skills

Emotion is an important factor, tourists must not only know how to control their emotions, but also have to be able to convey their positive emotions to the other party.

It can be said that tourism people are likened to the profession of "making a bride of a hundred families". You need to always be open, happy, and comfortable to be able to help satisfied customers, get the best experience. You yourself need to be calm before all situations, not work on emotions.

It is necessary to keep a polite attitude before all situations, giving visitors peace of mind when accompanying you. This is a very necessary skill that students studying tourism must equip and hone if they want to succeed in their careers. This area.

▪ Observation skills

Observation skills and five băt are also essential, because it helps us to receive and process information intelligently.

Communication is not only words but sometimes only actions, eyes, frowning or pouting,. Therefore, if you know how to observe well, you will be able to cover the work, change your working attitude accordingly.

A person who is good at observing them will quickly spot dozens of people with annoyed faces in the crowd.

Measuring customers' emotions helps us adjust our words and behaviors to make customers feel most comfortable. Tourism is a service profession, only an unpleasant attitude of customers can cause bad feedback, affecting the brand in the long run.

▪ Know how to organize

Usually with travel agencies, when we work, we often have a specific plan. This is to show professionalism, as well as to ensure the correct tour program.

However, that does not mean that you just need to follow the plan. Because tourism is also influenced by many factors such as traffic, secretions, natural disasters.

It is not always going on according to the plan. There will be small problems in time, vehicles, weather,... At this time, the tourist himself must also have flexible adaptations. Instead of being embarrassed for customers to wait, urge, uncomfortable, we can coordinate to pieces a number of issues such as changing the schedule to another location, moving to another saving area, or Choose to move the table of other vehicles.

▪ Foreign language

Tourism industry needs to have certain foreign language knowledge. They themselves can work, contact with many customers in many different countries and territories. Therefore, travelers need to have at least one more kind of foreign language. Some common foreign languages today such as English, Chinese, Japanese.

▪ Improving/handling skills

No matter how perfect you have planned, it is impossible to make sure

100% of the journey is smooth, although it is what everyone wants, especially with the type of tourism exploration and risk. Therefore, flexible improvisation skills, quick response in all situations will help us to control the situation. If there are incidents, we will also have the most appropriate way to handle it. Sensitive in handling aggression helps customers to evaluate well, leave trust, hide well with customers.

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