

**ICSRR - M052**

## **EXPLORING EMOTIONAL INTELLIGENCE AND SERVICE EXCELLENCE IN HOTEL AND TOURISM OPERATIONS**

**A. Arun,<sup>1</sup> Bronjan J R<sup>2</sup>, Ramesh T\***

*<sup>1</sup> Assistant Professor, School of Hotel and Catering Management, Vels Institute of Science Technology and Advanced Studies, Pallavaram Chennai 117*

*<sup>2</sup> Student, School of Hotel and Catering Management, Vels Institute of Science Technology and Advanced Studies, Pallavaram, Chennai 117*

*\*Culinary Demonstrator, School of Hotel and Catering Management, Vels Institute of Science Technology and Advanced Studies, Pallavaram Chennai 117.*

---

### **Abstract:**

In the fast-paced world of hospitality and tourism, it's not just polished procedures or elegant spaces that create memorable experiences, it's the people behind the service. Emotional intelligence, the ability to understand, manage, and respond to emotions, quietly shapes every guest interaction, especially in high-stress, people-driven environments. Frontline employees and supervisors working across hotels and tourism services in shared their experiences through a structured survey. Out of 200 distributed questionnaires, 184 meaningful responses painted a clear picture: professionals with stronger emotional intelligence those who demonstrate empathy, self-awareness, and emotional regulation consistently deliver higher levels of service. Their ability to remain calm under pressure, anticipate guest needs, and respond with warmth translated into better feedback, smoother operations, and more personalized hospitality. These insights highlight the quiet power of emotional intelligence as more than just a soft skill. It becomes a core ingredient in crafting exceptional service and building lasting guest connections. Rather than focusing solely on procedures, the findings encourage hospitality leaders and educators to foster emotionally intelligent teams — where human understanding becomes the heart of excellence.

ISBN 978-819871344-5



Page | 53

