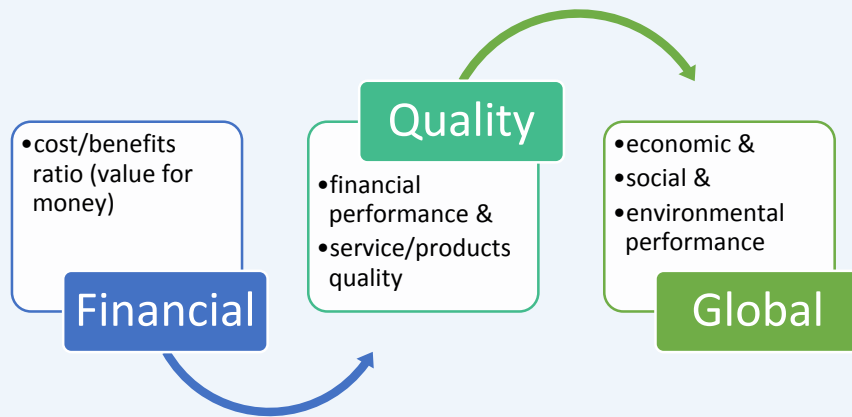


# Performance Management in the leisure industry

## Performance concept evolution



## Leisure industry particularities

Being an “industry that provides goods or services for activities that people do for entertainment and enjoyment”, focused on “recreation, entertainment, sports and tourism (REST)-related products and services” client satisfaction becomes one of the biggest concerns of this industry. In order to make sure of the quality delivered to customers, the industry needs to pay considerable attention to (1) investing in the right infrastructure, technologies, facilities, and to (2) hiring, training, motivating and maintaining human resources, values as brand ambassadors that can contribute to bringing the expected value.

## Performance management components

- people management
- change management
- evaluation management
- quality management
- planning management
- financial management
- stakeholders management
- time management
- risk management
- development management
- implementation management
- strategy management
- communication management

## Performance mgt. in the L.I.

