

03.2019 | „Interview – Clear objectives“
Foodservice Consultant

THE INTELLIGENCE

IN MY VIEW

Clear objectives

Klaus Häck FCSI of Homme Quadrat in Wuppertal, Germany, talks to Michael Jones about finding your own way in a volatile world

As a professional coach I specialise in consulting and developing executives in the hospitality industry. That includes personality profiling, individual and team coaching, as well as organisational development. Decisive changes only happen if someone's mind changes so it was clear to me that I needed to work with the most important influencers, such as managers, chefs, head waiters and, crucially, entrepreneurs.

As a trained cook, I love good food and drink. I love the foodservice sector's richness, the variety of restaurants and the diversity of hotel brands.

I can't remember what I wanted to be as a child, but I played football all day.

After 12 years working as a general manager with Steigenberger Hotels I was looking for a new challenge, so I worked on my future with a coach. The process showed me that I have the ability to bring the best out in somebody.

For me, FCSI represents a great international community, incredible experience, exceptional personalities, clear objectives and independence.

The biggest challenge for the sector is the speed of change, which causes a lot of stress to people. And of course, the most discussed topic of the hospitality industry in Germany: the shortage of skilled workers.

Consultants are under pressure because our clients expect us to present the solution for their problem in minutes. There is not one, perfect solution because in a world of volatility, uncertainty, complexity, and ambiguity (VUCA), there are always multiple options. We have to consider the different options in order to find out the best one. We need to encourage our successors, because the consulting market is in dynamic growth.

In my career I have learned that if you want to be successful, listen to people, forget your own ideas for a while and keep an open mind. Use your strong suits and learn to deal with your weaknesses and be part of a powerful network. My first boss told me: "Think big, be big!" There is a truth in that.

My advice to younger consultants is find a supportive network – such as FCSI – and take notes from experienced consultants. But also find your own way; and last, but not least, do what you love to do.

To relax, I enjoy Nordic walking and hiking with my wife. Every weekend we have coffee with our friends and discuss our week. ■

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