

HOTEL MANAGER



JOB DESCRIPTION

A hotel manager is ultimately responsible for the safe, comfortable, and profitable operation of a hotel. Their duties might include recruiting and managing staff, ensuring that guests receive a high level of service and enjoy their stay, and overseeing housekeeping standards and guest room amenities. Developing the business and tracking budgets are also key tasks for the manager.



SALARY

Hotel manager ★★★★★
Hotel regional manager ★★★★★

INDUSTRY PROFILE

Career prospects good due to high staff turnover • Growing industry • Wide range of vacancies globally, with opportunities to work internationally for large hotel chains

RELATED CAREERS

- ▶ **EVENTS MANAGER** *see pp. 88–89*
- ▶ **TRAVEL AGENT** *see pp. 306–307*
- ▶ **RESTAURANT MANAGER** Ensures that a restaurant operates efficiently and profitably, while maintaining the business's reputation and public profile. Restaurant managers coordinate a variety of activities—from maintenance to promotional events—and are responsible for maintaining high standards of food, service, and health and safety.

With a predicted 1.6 billion tourists worldwide by 2020, hotel management is a growing profession.

AT A GLANCE



YOUR INTERESTS Hotel management • Travel and tourism • Business studies • Economics • Mathematics • Information Technology (IT) • Food and nutrition



ENTRY QUALIFICATIONS A relevant degree is helpful. Hotel managers usually have at least four years' experience in the hospitality industry.



LIFESTYLE Working hours are very long, and include evenings, weekends, and public holidays. Some managers live in the hotel and work shifts.



LOCATION Work is mostly based at the hotel, although visiting suppliers is also involved. Managers may have an office for performing administrative work.



THE REALITIES Dealing with hotel guests can be stressful and tiring, and living in the place of work carries its own pressures. Staff turnover is high.

CAREER PATHS

A degree in hospitality management or a related subject is usually required to work for a larger hotel. The hotel industry also offers good prospects for non-graduates with a positive attitude, sociable nature, and an aptitude for hard work.

TRAINEE You can start in the industry by taking an entry-level job and working your way up via roles such as accommodation supervisor.

GRADUATE If you have a degree in travel and tourism, business management, or hospitality, you can apply for graduate training programs run by large hotel groups.



HOTEL MANAGER As a hotel manager, you must balance strategic planning of business affairs with an eye for detail to maintain strong customer service. Working for a larger hotel or chain is a common form of progression.



REGIONAL MANAGER
Develops and oversees the operations, marketing strategy, and finances of a hotel group in a region or country, taking responsibility for its overall profitability.



RESORT MANAGER
Manages the daily operations of a resort complex, including overseeing the work of event organizers, hotel or restaurant managers, and grounds staff.



CONFERENCE CENTER MANAGER Provides a venue for business conferences, taking responsibility for staff, finances, marketing, and advertising.



ACCOMMODATION MANAGER Works for a large institution, such as a school, university, or hospital, ensuring that sufficient rooms of appropriate standard are available to meet customer demand.

SKILLS GUIDE



Good interpersonal skills and a friendly approach that makes guests feel comfortable.



The ability to work with staff from a variety of countries and cultures, and adapt to unfamiliar locations.



Excellent communication skills for interacting effectively with senior managers and staff.



Leadership skills to motivate hotel staff and ensure they maintain high standards of customer care.



The ability to come up with effective solutions to everyday problems quickly and efficiently.



Strong commercial awareness to ensure that the hotel is run as a profitable enterprise.