

Lodging Managers

At a Glance

Vacationers and business travelers expect good food, a friendly staff, and a comfortable room. Lodging managers are responsible for providing these things. These managers hire, train, and supervise the people who work in hotels, motels, and inns. They set room rates, handle billing, order food and supplies, and oversee the day-to-day operations. Managers who work for hotel chains may staff a new hotel, refurbish an older one, or reorganize one that is not operating well. Some of these managers

specialize in one aspect of the lodging business, whether it's helping to coordinate special events, managing housekeeping, or overseeing the food operations. All lodging managers are primarily responsible for keeping their guests happy and comfortable.

Data Bank

Education and Training: Work experience

Starting Salaries: \$23,000

Average Earnings: \$30,000–\$56,000

Total Jobs Held: 58,000

Job Outlook: Average increase

Annual Job Openings: 10,000

Related Jobs: Food service managers; sales worker supervisors; property, real estate, and community association managers

Personality Type: Enterprising

Career in Focus: *Front Office Manager*

Front office managers coordinate reservations and room assignments. They also train and direct the hotel's front desk staff. They ensure that guests are treated courteously, complaints and problems are resolved, and requests for special services are carried out. They are also the ones who address all those questions you have about mysterious telephone and cable charges on your bill.

Did You Know?

Did you know you can actually pay \$10,000 a night for a hotel room? In fact, many of the most luxurious suites in the world's five-star hotels go for that rate or more. The Bridge Suite at the Atlantis resort in the Bahamas runs \$25,000 a night. Of course, such prices often get you a 5,000-square-foot room complete with private cinema, and maybe even a chauffeured Rolls-Royce for personal use. But at that rate, you might just be better off buying a house everywhere you go.

Where and When

Most hotels are open around the clock, meaning lodging managers commonly work nights and weekends and spend much of their time on call. Coordinating a wide range of activities and managing a staff can be stressful. Conventions and large groups of tourists can require managers to work extra hours. Dealing with angry guests can be difficult at times, especially since kicking them out is seldom an option.

For More Information

- * American Hotel and Lodging Association, 1201 New York Ave. NW, Suite 600, Washington, DC 20005-3931.
- * Educational Institute of the American Hotel and Lodging Association, 800 N. Magnolia Ave., Suite 1800, Orlando, FL 32853-1126. Internet: www.ei-ahla.org
- * International Council on Hotel, Restaurant, and Institutional Education, 2613 North Parham Rd., 2nd Floor, Richmond, VA 23294-4442. Internet: www.chrie.org