

Lodging Managers

Hospitality and Tourism Career Cluster

- Median Salary: \$59,430
- Typical Entry Level Education: High School Diploma

Job responsibilities typically include:

- Lodging managers typically do the following:
 - Inspect guest rooms, public areas, and grounds for cleanliness and appearance
 - Ensure that company standards for guest services, décor, and housekeeping are met
 - Answer questions from guests about hotel policies and services
 - Keep track of how much money the hotel or lodging facility is making
 - Interview, hire, train, and sometimes fire staff members
 - Monitor staff performance to ensure that guests are happy and that the hotel is well run
 - Coordinate front-office activities of hotels or motels and resolve problems
 - Set room rates and budgets, approve expenditures, and allocate funds to various departments
- The following are examples of types of lodging managers:
 - *General managers* oversee all lodging operations at a property. At large hotels with several departments and multiple layers of management, the general manager and several assistant managers coordinate the activities of separate departments. These departments may include housekeeping, human resources, room operations, marketing and sales, purchasing, security, maintenance, recreational facilities, and other activities. For more information, see the profiles on [human resources managers](#); [public relations and fundraising managers](#); [financial managers](#); [advertising, promotions, and marketing managers](#); and [food service managers](#).
 - *Revenue managers* work in financial management, monitoring room sales and reservations, overseeing accounting and cash-flow matters at the hotel, projecting occupancy levels, and deciding which rooms to discount and when to offer special rates.
 - *Front-office managers* coordinate reservations and room assignments and train and direct the hotel's front-desk staff. They ensure that guests are treated courteously, that complaints and problems are resolved, and that requests for special services are carried out. Most front-office managers are also responsible for adjusting bills.
 - *Convention service managers* coordinate the activities of various departments, to accommodate meetings, conventions, and special events. They meet with

representatives of groups to plan the number of conference rooms to be reserved, design the configuration of the meeting space, and determine what other services the groups will need, such as catering or audiovisual requirements. During a meeting or event, they resolve unexpected problems and ensure that hotel operations meet a group's expectations.

What Personality Type do Lodging Managers have?

(Holland Code - RIASEC)

- *Enterprising*: Likes to lead and persuade people, and to sell things and ideas. Generally avoids activities that require careful observation and scientific, analytical thinking.
- *Conventional*: Likes to work with numbers, records, or machines in a set, orderly way. Generally avoids ambiguous, unstructured activities.
- *Social*: Likes to do things to help people -- like, teaching, nursing, or giving first aid, providing information. Generally avoids using machines, tools, or animals to achieve a goal.

What South Fayette Classes would be beneficial for an aspiring Lodging Manager?

- English
- Psychology
- Sociology
- Entrepreneurship Business Management
- Honors Management and Marketing Applications
- International Business
- Writing and Public Speaking

Learn More:

- [Lodging Managers - Occupational Outlook Handbook](#)