



Careers information sheet

Hotel Management

What do Hotel Managers do?

Hotel managers are responsible for making sure guests are happy with the service, recruiting staff, finance and promoting the hotel and special events. This is a growth area with opportunities in the UK and overseas.

Hotel Managers need a good understanding of all aspects of hotel operations so practical experience in catering or retail is useful. Some people work their way up through other hotel jobs, combining on-the-job training and assessment with external courses.

Many large hotel chains have structured 'fast track' training schemes open to graduates and existing employees.

Relevant degrees include Hospitality management and Hotel and catering management. Business degrees are another option since hotel managers need good commercial skills and business sense. You may be able to take a 'conversion' course if your first degree is in a different field, allowing you to keep your career options open for longer.
(Source: jobs4u, People 1st)

There are several different pathways to become a qualified Hotel Manager.

- ROUTE 1 - Work based learning - NVQs/Apprenticeship
- ROUTE 2 - Vocational learning
- ROUTE 3 - Full time academic study

Go to the Key Routes web pages for interactive versions of these –
<http://www.keyroutes.org.uk/areas/hospitality/opt-hotelmanage.aspx>

Adults without formal qualifications can move into the industry. You will need to demonstrate your enthusiasm and aptitude as well as your practical experience, people skills and business sense.

What else should I be doing?

It would help your Hotel management career to:

- look for work experience which involves a high level of customer service
- get a part time job in a hotel
- take a critical look at services and facilities next time you stay in a hotel
- develop your communication skills
- keep up your personal presentation

- explore <http://www.ehotelier.com> - an international portal for hoteliers
- learn a modern foreign language, especially if you want to work overseas
- find out about training opportunities with some of the larger hotel groups

Useful links

<http://www.jobsinhotels.co.uk>
has job profiles and case studies

Vocational qualifications related to the hotel industry are offered by:

The Hospitality Awarding Body
<http://www.hab.org.uk>

City & Guilds
<http://www.city-and-guilds.org.uk>

Goal
<http://www.goalonline.co.uk>

Edexcel
<http://www.edexcel.org.uk>