

Hostel Manager

Kaiwhakahaere Whare Noho

Other names for this job

Apartment Manager, Boarding House Manager, Hall of Residence Manager, Youth Hostel Manager

What people in this job do

Hostel managers supervise the running of hostels, backpackers, boarding houses or guest houses.

Hostel managers may do some or all of the following:

- greet new guests and allocate rooms
- handle requests and complaints from guests
- plan budgets and keep accounts
- hire and train new staff
- dismiss staff when necessary
- supervise the running of the accommodation
- maintain the buildings and grounds
- ensure that health and safety regulations are followed
- do laundry
- provide guests with information about local tours and attractions
- book tickets for guests for local tours and attractions
- run a bar
- provide meals
- be responsible for stock management.

Personal requirements

Hostel managers need to have:

- knowledge of the area they work in, including local tourist attractions

- knowledge of health and safety regulations
- skill in staff management
- business skills including knowledge of accounting and budgeting
- basic knowledge of building maintenance
- communication skills
- decision-making ability
- problem-solving skills
- basic computer skills.

Hostel managers need to be efficient, responsible and able to remain calm in emergencies. They work with a wide range of people, so they must also be friendly, polite, helpful, patient, and have an understanding and awareness of other cultures.

Hostel managers need to be reasonably fit, as they spend a large part of the day on their feet. They also have to perform physical tasks, such as taking out laundry bags and changing light bulbs.

How to get into this job

If the premise is licensed to sell alcohol then you need to be 18 years old and hold a General Manager's Licence. To apply for this, you must hold a Licence Controller Qualification (LCQ), which is administered by the Hospitality Standards Institute.

Secondary education: There are no specific secondary education requirements to become a hostel manager, but Sixth Form Certificate or NCEA equivalent economics and accounting is useful.

Tertiary education: Relevant polytechnic, private training establishment and short courses may be useful to enter further training and include business management courses and KiwiHost training. These are developed by the Hospitality Standards Institute. Degree courses, such as the Bachelor of Tourism Management, may also be useful.

Pay and job outlook

Hostel managers can earn between \$30,000 and \$45,000 a year, depending on the size of the hostel, their experience and skills. Some hostel managers employ travellers on a seasonal basis and may provide free accommodation instead of a salary. Other benefits may include:

- free laundry and parking
- use of hostel facilities including the Internet
- free meals and entertainment allowance.

The Ministry of Tourism estimates that the backpacker/hostel sector is the fastest growth sector within the New Zealand accommodation industry, and the demand for hostel managers is high. Turnover among hostel managers is generally high, also adding to the demand. Casual and part-time employment opportunities increase from November to April when demand for backpacker/hostel accommodation is at its highest.