

Hotel Manager

Kaiwhakahaere Hōtera

Other names for this job

Convention Facility Manager, General Manager (Hotel), Hotelier, Manager (Hotel), Operations Manager (Hotel), Tourist Hotel Manager

What people in this job do

Hotel managers plan, organise and control the operation of a hotel.

Hotel operational managers oversee the day-to-day running of a hotel. General managers make long-term plans for the hotel. Depending on the size of the hotel, operational managers may do some or all of the following:

- hire and train new staff
- handle requests and complaints from guests
- keep records, plan budgets and deal with accounts
- advertise the hotel and deal with tour operators
- supervise the day-to-day running of the hotel
- greet guests
- take bookings and allocate rooms.

General managers may do some or all of the above as well as:

- devise and implement the hotel's business plan
- create and implement a marketing plan for the hotel
- devise ways to anticipate and respond to a changing tourist market
- plan for the recruitment and management of the hotel's workforce.

Personal requirements

Hotel managers need to have:

- good leadership skills
- excellent communication and people skills
- marketing and business management skills
- knowledge of health and safety regulations, and liquor licensing regulations
- knowledge of local tourist attractions
- knowledge of the needs and customs of other
- and organisational skills

- administrative and financial skills
- decision-making ability
- computing skills.

Hotel managers need to be:

- mature and responsible
- friendly, patient and helpful
- able to work well under pressure
- able to accept criticism
- calm in emergencies.

Hotel managers need to be fit and healthy, with a neat and tidy appearance.

How to get into this job

To become a hotel operations manager it is recommended you gain a National Certificate in Hospitality or a degree in hospitality management. To become a hotel general manager you will need a degree in business studies, hotel management or another related qualification such as a marketing degree.

Secondary education: There are no specific secondary education requirements to become a hotel manager, although a tertiary entrance qualification is required to enter further training. Useful subjects include English, accounting, economics and computer studies.

Pay and job outlook

Salaries vary, but hotel managers usually earn between \$60,000 and \$180,000 a year, depending on the size of the hotel, their experience and skills and whether they are employed as an operations hotel manager or a general manager. A graduate entering a large hotel's graduate management programme, and working in a junior management or supervisory role earns about \$45,000 a year. After a few years' experience they might be working in a role such as rooms division manager, earning about \$60,000 a year. A general manager of a hotel may start on a salary of about \$75,000 a year, and after about four years earn up to \$110,000 a year. Managers of larger hotels could earn up to about \$180,000 a year. Most general managers receive a package of benefits on top of their salaries. These may include:

- a car
- health insurance
- accommodation supplement
- entertainment allowance.

An annual bonus may also be paid in addition to a salary, linked to the hotel's performance.

Hotel managers are in demand in New Zealand because of an increase in hotel construction. A steady turnover of hotel managers also provides job opportunities. However, most vacancies are filled by promotion from within the hotel industry but occasionally companies headhunt a hotel manager from another hotel chain.