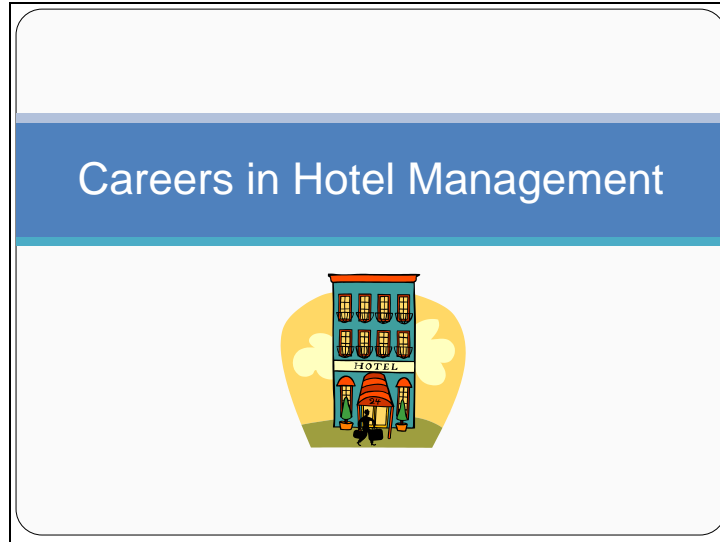


Presentation Notes – Careers in Hotel Management

Slide 1



Presentation Notes – Careers in Hotel Management

Slide 2

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Slide 3

Hotel Management

- Focuses on the knowledge and skills needed to pursue staff and management positions available in the hotel industry.
- Includes departments within a hotel such as:
 - Front office
 - Housekeeping
 - Security
 - Engineering

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Front office includes:

- Reservations
- Uniformed services
- Telecommunications
- Front Desk

Housekeeping Department includes:

- Guest rooms
- Public areas
- Laundry
- Special cleaning
- Contract services

Security Department includes:


- Structural security
- Security policies
- Surveillance
- Safety and emergency procedures
- Records and investigations

Engineering Department includes:

- Building systems
- Building and equipment
- Guest rooms and public areas
- Recreational equipment
- Grounds

Presentation Notes – Careers in Hotel Management

Slide 4



College and Career Initiative

- Education initiative designed to prepare students for a:
 - Lifetime of success
 - Secondary and postsecondary opportunities
 - Career preparation and advancement
 - Meaningful work
 - Active citizenship
- Designed to help students (and parents) make:
 - Wise education choices
 - 21st Century curricula combining
 - rigorous academics and
 - relevant career education

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AchieveTexas College and Career Initiative is an education initiative designed to prepare students for a lifetime of success. It allows students to achieve excellence by preparing them for secondary and postsecondary opportunities, career preparation and advancement, meaningful work, and active citizenship.

AchieveTexas is designed to help students (and their parents) make wise education choices. It is based on the belief that the curricula of the 21st century should combine *rigorous* academics with *relevant* career education. When schools integrate academic and technical education, students can see the “usefulness” of what they are learning. The system also facilitates a seamless transition from secondary to postsecondary opportunities.

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Slide 5

Programs of Study

- **Lodging**
 - Lodging Manager

** Programs of Study in your school may be different from the recommended sequence of coursework.*

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The POS represent a **recommended** sequence of coursework based on a student’s interest and career goal.

POS contain lots of helpful information, including the core courses and career-related electives in high school that will help prepare students for their career goals. The POS are based upon the Recommended High School Graduation Plan and can easily be adapted for the Distinguished Achievement High School Graduation Plan.

There are 4 Programs of Study and 6 Models for this Career Cluster.


All schools are different and may choose to follow other Programs of Study. Be sure to tell students what your school has to offer.

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Slide 6

Lodging

Lodging Manager



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See Programs of Study Models for Lodging Manager in the all Lesson Attachment tab to follow along with the slide presentation.

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Slide 7

High School

Career Related Electives

- 9th – Principle of Hospitality and Tourism
- 10th – Lifetime Nutrition and Wellness or Hotel Management
- 11th – Hospitality Services or Human Resource Management or Business Management
- 12th – Practicum in Hospitality and Tourism or Problems and Solutions

*Note - Sequence of courses in your school may be different from the recommended sequence of coursework.

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These are recommended sequence of courses but _____ (name of your school) offers _____.

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On the Job Training

- Bell Attendant
- Concierge Trainee
- Front Desk Assistant
- Guest Room Attendant
- Laundry Attendant
- PBX Operator
- Public Space Cleaner
- Reservations Assistant
- Rooms Division Assistant

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Discuss employment opportunities in your town or city. Remind students that many careers begin at the bottom.

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Certificates

- Bell Attendant
- Concierge
- Front Desk Representative
- Guest Room Attendant
- Lodging Management Program
- OSHA CareerSafe ®
- Reservationist
- Rooms Division Assistant
- Rooms Division Specialist

Career Options:

- Bell Attendant
- Concierge
- Front Desk Clerk
- Manager Trainee
- Rooms Division Specialist

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Education never ends. Students should be aware that earning certifications will help their careers as they move up the ladder of success.

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Associate Degrees

- Food and Hospitality Services
- Hospitality Management
- Hotel Management
- Hotel/Restaurant Management

Career Options:

- Assistant Executive Housekeeper
- Front Office Assistant Manager
- Hotel Assistant Manger

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Associate Degrees are generally a two year programs at a community college.

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Slide 11

Bachelor Degrees

- Hospitality Administration
- Hospitality Management
- Hotel and Restaurant Management
- Restaurant, Hotel, and Institutional Management

Career Options:

- Convention Services Manager
- Executive Housekeeper
- Front Office Manager
- Lodging Manager

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Bachelor Degrees are generally four year programs that will assist the student as they continue in their careers.

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Slide 12

Graduate Degrees

- Hospitality Administration
- Hospitality Management
- Hotel and Restaurant Management
- Restaurant, Hotel, and Institutional Management

Career Options:

- Corporate Service Trainer
- Executive Director
- Recreations Manager
- Training and Development Specialist
- Vice-President Operations

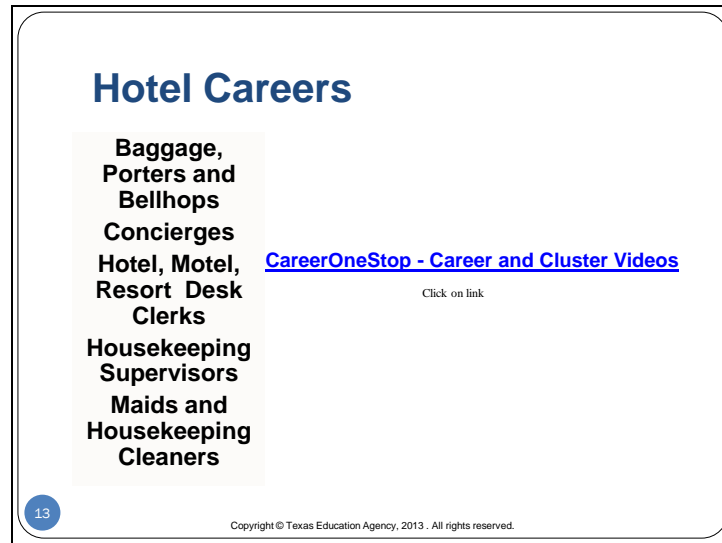
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Management Careers are at the top of the ladder of success.

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Hotel Careers

- Baggage, Porters and Bellhops
- Concierges
- Hotel, Motel, Resort Desk Clerks
- Housekeeping Supervisors
- Maids and Housekeeping Cleaners

[CareerOneStop - Career and Cluster Videos](#)

Click on link

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Click on hyperlink [CareerOneStop – Career and Cluster Videos](#) from Career One Stop: Pathways to Career Success.

The link will take you to the website. Click on Hospitality and Tourism Videos and a drop down menu will appear.

To view short videos on Hotel Careers, click on:

- Baggage, Porters, and Bellhops
- Concierges
- Hotel – Motel – Resort Desk Clerks
- Housekeeping Supervisors
- Maids and Housekeeping Cleaners

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Slide 14

Obtaining Employment

- When seeking employment, have available:
 - Career portfolio
 - Resume
 - Certifications
 - Record of skills attained
 - Letters of reference
 - Completed job application
 - Interview skills

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The career portfolio and interview skills may be taught in another lesson but you can introduce the information at this time.

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Slide 15

Maintaining Employment

- Once you have secured employment, be sure to:
 - Arrive to work on time
 - Work responsibly
 - Work safely
 - Respect the business
 - Maintain a positive attitude
 - Complete your assigned tasks

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Discuss with students other responsibilities they would need to keep their jobs.

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Terminating Employment

- If you have to quit your job, be sure to follow these steps:
 - Give at least two weeks notice
 - Submit a letter of resignation which may include:
 - Reason for leaving
 - Thanking employer for experience
 - Offering to train new employee

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There may be several reasons to leave employment. Students may move away to college, have found another job with better pay, or have decided to return to school. Whatever the reasons may be, students should leave on good terms.

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Professional Organizations

- [Hospitality Financial & Technology Association](#)
- [Hospitality Sales and Marketing Association](#)
- [National Concierge Association](#)
- [Texas Hotel & Lodging Association](#)
- [Texas Restaurant Association](#)

Click on links

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Links are live and will take you to the websites.

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Slide 18

Continued Education

- Learning does not stop after completing a program
- Must keep up with current trends in the industry
- Continue updating your skills through
 - Certificate programs
 - Conferences
 - Educational opportunities
 - Meetings
 - Seminars
 - Webinars

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Stress to students the need for updating their skills to keep up with current trends. What other ways can students update their skills?

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Employment Opportunities

- Networking
- Newspaper ads
- Hotel/Restaurant/Travel Website
- Texas Workforce Commission

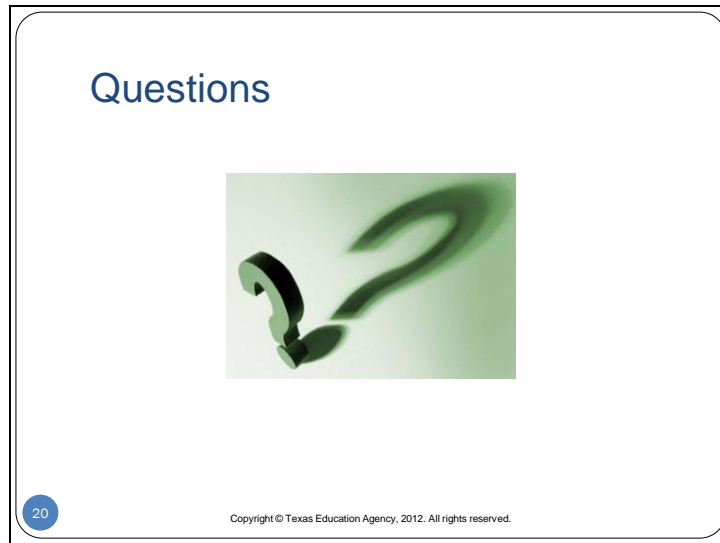
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Employment can be found by networking (talking to friends, family, neighbors), newspaper ads, the website of the place where they would like employment, and the Texas Workforce Commission.

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Allow time for questions about the lesson.

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Slide 21

References and Resources

Images:

- Microsoft Office Clip Art: Used with permission from Microsoft.

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- Reynolds, J. (2010). *Hospitality services food & lodging*. (Second ed.). Tinley Park, Illinois: Glenco, McGraw-Hill.

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An education initiative designed to prepare students for a lifetime of success
<http://www.achievetexas.org/>
- CTE – Learning that works for America
Nationwide, Career Technical Education (CTE) programs are changing, evolving and innovating to better serve the country's needs.
<http://www.careertech.org/>
- O*NET OnLine
Detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more!
<http://www.onetonline.org/>
Browse by Career Cluster – Hospitality and Tourism
<http://www.onetonline.org/find/career?c=9&q=Go>
- Texas Work Prep Learning Management System...
Texas Job Hunter's Guide* Course.
<https://www.texasworkprep.com/texasworkprep.htm>

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