

## Hospitality and Tourism Cluster



*Hospitality and tourism encompasses the management, marketing and operations of restaurants and other food services, lodging, attractions, recreation events and travel related services.*

**Data Sources**  
Bureau of Labor  
Statistics  
CareerInfoNet  
CareerClusters  
The College  
Board  
Tracer

# Lodging Managers

*People on vacation enjoy being pampered. They want extra pillows, plush towels and delicious chocolates to appear like magic. Others travel for business. They need basic services, such as Internet access, fax machines and conference rooms, so they can efficiently work. Lodging managers work hard to make sure their hotels provide the experience their guests expect, so those guests will return year after year.*

If you are interested in a career providing excellent service and cultivating loyal customers, a career as a **lodging manager** may be for you.

**Lodging managers oversee the day-to-day workings of hotels and motels. They supervise such departments as front-desk operations, housekeeping and food services.**

### **Are You Ready To...?**

- Supervise staff
- Handle guest complaints
- Set room rates
- Order supplies
- Make special arrangements for conferences
- Work nights and weekends

### **It Helps To Be...**

Someone who enjoys communicating with people from various backgrounds. You'll rely on your talent for solving problems, remembering details and staying calm under pressure. As a good manager, you'll work hard alongside your employees instead of just giving orders.

### **A Day In The Life...**

- Analyze operational or management reports or records
- Answer customer or public inquiries
- Assign work to staff or employees
- Investigate customer complaints
- Evaluate premises for cleanliness

### **Salary and Opportunity in the Austin-area**

**Median Hourly Wage: \$28.81**

*That comes out to more than  
\$59,918 a year.*

**In 2016, we had  
211 Lodging Managers.  
By 2026, we'll need 266.**

*Could you be one of the 55?*

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# Lodging Managers

## After High School...

In addition to a high school diploma, many employers look for lodging managers with at least an **associate's degree**.



## Top 5 Industries for Lodging Managers

1. Traveler Accommodation
2. Recreational Vehicle (RV) Parks and Recreational Camps
3. Office Administrative Services
4. Management of Companies and Enterprises
5. Activities Related to Real Estate

For more Career Profiles, visit our website:

<http://www.wfscapitalarea.com/YouthServices/CareerPlanning.aspx>.

## Related College Majors

- Business Administration and Management
- Hospitality Administration and Management
- Hotel and Motel Management
- International Business
- Marketing
- Real Estate
- Tourism and Travel Management

## Related Industry Certifications

- Restaurant, Culinary and Catering Management/Manager
- Culinary Science/Culinology
- Parks, Recreation and Leisure Facilities Management
- Hospitality Administration/Management

## Related Careers

- Food Service Managers
- Human Resources Managers
- Meeting and Convention Planners
- Property Managers
- Real Estate Brokers and Sales Agents
- Sales Worker Supervisors

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