

# Hotel Manager

## **The work**

The job of hotel manager – sometimes known as general manager – is one of the most prestigious in the hospitality industry. The manager essentially runs the hotel, but the work varies depending on the establishment. The manager of a 600-room international hotel is basically an executive, supervising a team of department managers. On the other hand, the manager of a small 20-room hotel or guest lodge is more hands-on and may be expected to work on the reception desk or in the kitchen.

Whatever the facility, two of the main concerns of every hotel manager are customer care and hotel profitability.

## **The person**

To become a hotel manager in a good quality hotel, you will need a qualification in hospitality management. This will allow entry to the industry and a foundation for further development in large hotel groups. Some of these groups will accept a matriculation pass, national qualifications or other University of Technology qualifications.

Most hotel managers start as trainee, section, department or assistant managers and work their way up.

Hotel management is a tough, challenging job. Hotel managers must have management and financial skills, and be confident and able to deal well with people, both staff and guests. Knowledge of a foreign language is an asset, but not essential.

## **The courses and institutions**

The following institutions all offer National Diplomas in Hotel Management:

<b>Institution</b>
Border University of Technology (School of Tourism and Hospitality)
Cape University of Technology (Cape Hotel School)
University of Technology Free State (School of Tourism, Hospitality & Sport)
University of Technology Pretoria
University of Technology Witwatersrand (Hotel School)
Durban Institute of Technology (DTI)

