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Icon Key

For each career profile, you will see icons to show you what industry each position is related to. Use this key to identify the different industries:



HOTELS


HOTEL

Industry includes: *Hotel Chains, Boutique Hotels, Independent Hotels, Resorts, Corporate Offices*



TRAVEL & TOURISM


TRAVEL & TOURISM

Industry includes: *Tourist Offices; Travel Agencies; Tour Operators; Railway & Airline Companies; Wellness Companies & Spas*



FOOD & BEVERAGE


FOOD & BEVERAGE

Industry includes: *Restaurants, Bars, Production Facilities, Distribution Companies*



EVENTS & ENTERTAINMENT


EVENTS & ENTERTAINMENT

Industry includes: *Golf Clubs; Theme Parks; Night Clubs; Convention Centers; Casinos; Music Venues; Event Management Companies*



OTHER


OTHER

Industry includes: *Human Resources; Training; Sales & Marketing; Finance & Accounting Departments; Real Estate; IT; Hotel Development*

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Introduction

Do you enjoy working with people and making them happy?

Are you interested in a career that offers challenge, variety and advancement?

Would you like the opportunity to see the world while you earn a very comfortable living?

Then a career in hospitality management could offer you a high degree of professional success and personal fulfillment.

Hospitality and tourism is one of the world's largest, most diverse and most dynamic industries. It is vast, offering a broad variety and an enormous number of jobs across the globe. In fact, according to the World Travel and Tourism Council, hospitality and tourism employs nearly 260 million people worldwide! And career prospects in the industry remain strong - the industry is expected to create an additional 21 million jobs over the next decade.

Year after year, hospitality and tourism remains one of the fastest growing industries in the world. One of the primary reasons the multi-billion-dollar hospitality industry is so popular is the wide range of career opportunities it offers across so many different types of businesses and organizations all around the world:

- Hotels and resorts
- Restaurants and foodservice
- Cruise ships and airlines
- Theme parks and casinos
- Convention and event planning
- Recreation and sports management
- Tourist destinations and attractions

With its size, strong track record of growth and abundant employment possibilities, it is no wonder the hospitality industry attracts such tremendous interest from such large numbers of students. And today the industry is more fast-paced and competitive than ever. So for those seeking to begin a career as a hospitality professional, a higher education in hospitality management is essential.

With so many hospitality careers available, how are you supposed to determine which one is best for you? How can you figure out what kind of hospitality management to study? That's what this booklet is all about. It will give you a brief overview of hospitality management jobs at all levels and will introduce you to some of the skills and responsibilities required. While job classifications, scope, responsibilities and level can vary from company to company, the examples in the following pages will give you a general understanding of career development opportunities.

Throughout this booklet you will see icons, whose purpose is to show you which industry is related to each of the positions.

After reading the overview in this booklet, you'll know more about how the hospitality industry works. You'll have a better sense of which jobs seem right for you and you'll probably be even more excited about a future career in hospitality!



Career Path



Working in your dream job requires an investment in time. First, after having completed a higher education in hospitality management, and internships, young professionals will spend a certain amount of time in entry-level positions.

Then, after a training period in entry-level positions, demonstrating professional proficiency, potential for growth, and a passion for the industry, hospitality professionals can acquire more responsibilities and begin to shape their careers according to their interests and aptitudes.

Finally - and after devoting a significant number of years to the industry - experience and track records qualify middle managers to move into senior management roles.

The amount of time spent in each category varies, depending on business types, roles, market possibilities and potential.

These different steps are demonstrated in the career path of Alexi Vrontamitis, General Manager on the following page. He spent some time in entry-level positions before moving on to middle-management roles and then challenging executive-level roles. Acquiring such responsibilities usually requires a mix of hard work, passion for the industry and being at the right place at the right time.

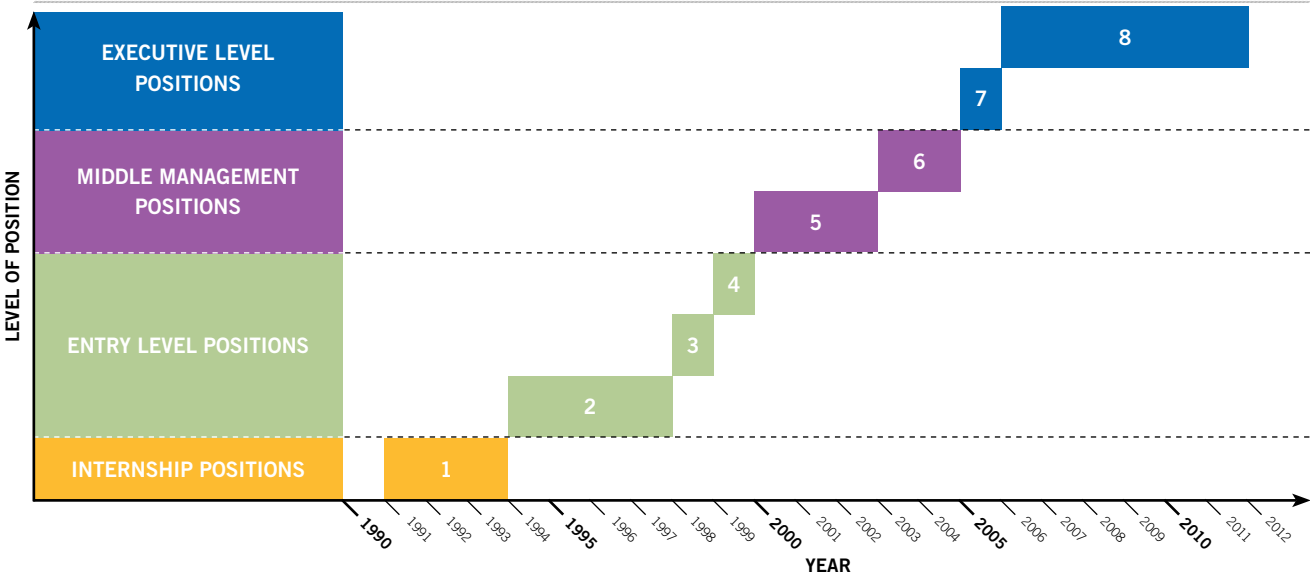


Alexi Vrontamitis
General Manager

Qantas Lounges by Sofitel,
Sydney & Melbourne, Australia

Nationality: Greek

Graduate of Les Roches International School of
Hotel Management, Switzerland



- 1** 1991 - 1994 **Internship Positions / Graduation** / Les Roches International School of Hotel Management, Switzerland
- 2** 1994 - 1998 **Food and Beverage Manager** / Hotel Churchill, Geneva Switzerland
- 3** 1998 - 1998 **Restaurant 117 (Fine Dining) Supervisor** / Hotel InterContinental, Sydney, Australia
- 4** 1999 - 1999 **Banquet Operations Supervisor** / Hotel InterContinental, Sydney, Australia
- 5** 2000 - 2003 **Operations Director** / Dressed 2 go (formally the Kenya coffee Company), Sydney, Australia
- 6** 2003 - 2005 **Assistant House Manager** / The Royal Sydney Yacht Squadron, Kirribilli, Australia
- 7** 2005 - 2006 **Director of Food and Beverage** / Sir Stamford Hotel Group, Sydney, Australia
- 8** 2006 - Present **General Manager** / Qantas Lounges by Sofitel (Accor Group), Sydney & Melbourne Australia



Internships – A First Step Into Your Career

- Experience hospitality work firsthand
- Gain real-world exposure
- A great asset for a future hospitality career
- An invaluable asset in the labor market



Sales & Marketing Intern



Phillip Thomas Muhr
VIP Hospitality Manager Intern

Vancouver 2010 Olympics
Vancouver, Canada



Nationality: Austrian / American

Student from Glion Institute of Higher Education,
Switzerland

“ During my internship in Vancouver, I learnt to deal with constant changing wants and needs from the many international guests, as well as selling packages to the different clients. The work experience challenged my flexibility and showed me how to prepare for unplanned situations while implementing my own thoughts and ideas.

My plan for the future is to work for an international company, in sales and marketing. Therefore, the Event, Sport and Entertainment Management program was the perfect choice. The international environment and small classes helped me gain insight into the fields I am interested in. ”

Service Intern



Camila Ramirez Gonzalez
Hostess & Food Expeditor Intern

Park Hyatt Resort & Spa
Colorado, USA



Nationality: Spanish/Argentinian/Colombian
Student from Les Roches International School of
Hotel Management, Switzerland

“ I chose my internship in Colorado because I wanted to start working in a resort that caters to and employs people with a similar lifestyle to my own - adventurous, international, elegant, and lively. I originally signed my contract with Park Hyatt Beaver Creek as the restaurant's hostess and it wasn't until the managers got to know me that they gave me the expeditor position in the evenings. It was great to work in a team in which everyone trusted each other and even in different positions, everyone was treated equally. I was given the opportunity to work in a position of someone who has been working in the hotel for a while and has a lot of knowledge about F&B/kitchen, even though I was a first year intern and this was my first job. The experience showed me that if you are passionate and dedicated to what you do, along with a supportive team, you can exceed other's expectations and even your own.”

Front Office Intern



Nicolas Chaudet
Front Office Trainee

St. Regis Bora Bora Resort
Bora Bora, French Polynesia



Nationality: French

Student from Les Roches International School of
Hotel Management Marbella, Spain

“ Working at the St. Regis Bora Bora Resort gave me a wonderful experience in the Front Office department. It gave me the opportunity to take care of a prestigious set of guests as I temporarily served as guest services coordinator. Not only did it give me a clear understanding of the department, but I was also given supervisory challenges at the resort reception. Disconnected in paradise from the rest of the world taught me a different side of the industry which I shall use to my advantage in the future.”



Catering Intern



Laura Velasco
Catering Supervisor
Delaware North Companies at Soldier Field
Chicago, USA



Nationality: Mexican
Student from Kendall College, USA

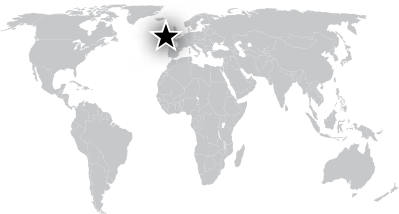
“ As catering supervisor at Delaware North Company, I have had the privilege of overseeing the execution of all sorts of events ranging from catering major sporting venues to annual fundraisers and private functions. One of the most memorable experiences was working with the annual Delaware North Company conference, which took place at Soldier Field, Chicago. The conference hosted DNC managers and executives from all over the United States and provided a platform to showcase our quality of service and attention to detail. Another event that we are currently preparing for is the G8 Summit 2012. Delaware North Company will be hosting a gala dinner for the most prominent political leaders of the world. Preparations so far have included several menu tastings, supplier assessments, and property walkthroughs.”

Food & Beverage Intern



Thomas Yucebiyik
Food & Beverage Intern

Gordon Ramsay Fine Dining
Enniskerry, Ireland



Nationality: British

Student from Les Roches International School of
Hotel Management, Switzerland

“ In my short hospitality career thus far, I have successfully completed three internships in Azerbaijan, Thailand and Ireland with companies such as Hyatt, Holiday Inn and Ritz-Carlton. Mainly focusing on the F&B department with service, supervision and office work at the Holiday Inn and in the kitchens at the Ritz-Carlton, rotating through banquets, pastry, in-room dining in order to expand on my creative skills and grow in confidence. I believe the internships will be a great benefit in the future, particularly the varied positions I have worked in, as it gives you an insight into how the industry operates and allows you to see whether that position is right for you.”



Human Resources Intern



Aradhana Khullar
Human Resources Intern

Jumeirah Emirates Towers
Dubai, U.A.E.



Nationality: Indian
Student from Les Roches International School
of Hotel Management, Switzerland

“ I was given the opportunity to do my internship in the Human Resources Department at Jumeirah Emirates Towers Dubai. It was a great experience that contributed to my personal and professional development. All my team members encouraged me to “learn by doing”, which enabled me to acquire new skills as well as sharpen the ones that I had secured during my three semesters at Les Roches. Considering I am a people person, I enjoyed meeting colleagues from different cultures and doing my best to support them with their Human Resources related issues. I was given a chance to take on broad responsibilities, including leave applications, internal transfers, sorting out CVs, assisting my HR Manager with interviews and recruitments, new employee orientations, etc. In this respect, the internship helped me face and overcome challenges, adding immense value to my experience.”

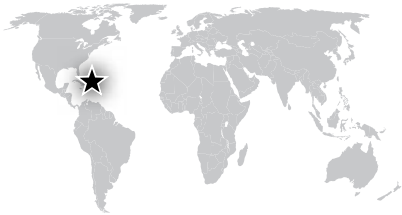


Personal Concierge Intern



Andres Aray
Personal Concierge Intern

Veranda Resorts and Residences
Turks and Caicos



Nationality: Ecuadorian

Student from Les Roches Jin Jiang International
Hotel Management College, Shanghai, China

“ My first internship was in the Turks and Caicos Islands, at the Veranda Resorts and Residences. Being a recently opened hotel I got the pleasure of experiencing how to practically build a hotel from the ground up, as part of their first stage opening. During my time there I worked as a Personal Concierge, and had contact with all the departments, learning basic and important information about all of them, but most importantly being there to guide the guest and ensure a high quality experience for them as they created “hand-made memories”- our team motto. The internship benefits my future as I was trained to always excel in bringing guest satisfaction no matter the time or the cost. I am certain that these traits and skills will come in handy when it is my turn to develop a hotel of my own.



Public Relations Intern



Yuliya Bulatova
Public Relations Intern
Banyan Tree Hotels & Resorts
Playa Del Carmen, Mexico



Nationality: Russian
Student from Glion Institute of Higher Education,
Switzerland

“ The opportunity to accomplish internships helps you understand what you really want. In addition, working on projects based on real-life situations and hotels, prepare you for your future job and responsibilities. I did my first internship in Geneva, which gave me the chance to learn French and get an unforgettable experience in high-end cuisine and service. My second internship was in Mexico, where I learnt Spanish. I had a chance to communicate with a lot of journalists, make several site inspections and organize a number of photo-shoots. Moreover, I understood the process of advertising and the importance of public relations in the hotel industry. This work experience gave me some insight into PR & Communications, which will definitely help me to obtain a job in this field.”



Entry-Level Positions - Your First Career Stage

- Recent graduates enter the market at entry-level positions
- Participate in management training programs
- Learn the organization's operational procedures and performance expectations
- The first step towards a successful career

Management Trainee



Management Trainees participate in an entry-level training program designed to provide an introduction to the hospitality organization and to put the trainee on a path toward becoming a manager within the organization.



DAILY LIFE

Training programs are specially designed for graduates who possess significant abilities and enthusiasm for the hospitality industry. Programs help trainees to develop their managerial skills and give them a full understanding of the operational functions of each department in a hotel or other hospitality organization. Depending on the program's scope, the management trainee typically goes through both general and cross training and often participates as a junior team member working on projects such as processes improvement or profitability enhancement. Training programs can vary from organization to organization, but they usually last from 12 to 18 months.

REQUIRED SKILLS

- Bachelor degree in hospitality management from a reputable school
- Strong affinity for and commitment to the hotel industry
- Willingness to demonstrate initiative and perform shift duties
- Language skills
- Strong market sense and results orientation
- Excellent communication, interpersonal and analytical skills



Kelvin Tran
Food & Beverage Trainee Manager

Nam Hai Resort
Hoi An, Vietnam



Nationality: Vietnamese
Student from Blue Mountains International Hotel
Management School, Australia

Assistant Financial Controller



Assistant Financial Controllers are professionals who help controllers direct the production of financial reports to help forecast a company's financial situation.



DAILY LIFE

Assistant controllers monitor accounting procedures for an organization, manage the company's database and prepare financial statements in addition to helping in the annual budget process. They must work with a controller to create and evaluate internal accounting controls and policies to check for opportunities for improvement at organization level as well. Assistant controllers also must supervise the preparation of regulatory and governmental information forms. In addition, assistant financial controllers who work in the financial industry must ensure that accounting for the company's investments is accurate.

They must also be able to oversee and train accounting staff in specific areas as well as supervise their transactions. These professionals might oversee training programs to ensure proper cross-training exists within an accounting department's various clerical functions.

REQUIRED SKILLS

- Excellent accounting and financial skills
- Knowledgeable on local, state and federal financial reporting requirements
- Ability to stay on top of industry information technology software changes
- Ability to maintain confidentiality
- Bachelor degree with a specialization in areas such as finance or accounting

Group & Events Coordinator



Group and Events Coordinators assist the Sales Manager with corporate and social events in a hotel. They ensure that meetings, conferences, wedding parties and other events proceed smoothly by keeping in close contact with clients so that their needs are always met.



DAILY LIFE

Group and Events Coordinators make sure that group events within the hotel meet the hotel's level of quality standards. They are in charge of preparing quotes, making follow-up calls with prospective clients and holding meetings with clients who are interested in hosting an event. Coordinators report to the Manager about any conflicts and concerns regarding the booking of a group function. Additionally, Coordinators follow through with client requests and delegate responsibilities to the Event Managers who actually run the event.

REQUIRED SKILLS

- Strong written and verbal communication skills
- Ability to keep a positive attitude in an extremely fast-paced and demanding work environment
- Language skills
- Associate degree or higher (ideally in hospitality)
- Previous experience, familiar with hotel environment
- Excellent organizational skills

Public Relations Coordinator



Public Relations (PR) Coordinators are marketing professionals who are responsible for establishing and maintaining public and media relations. This position must take personal responsibility for delivery of exceptional media coverage in both international and local media through meticulous follow-up.



DAILY LIFE

PR Coordinators act as a representative of the resort by answering to people after media coverage, through emails and phone calls in a prompt and efficient manner. They write newspaper and press releases and are involved in photo shoots, case studies, magazines, photographs and multimedia messages of the resort. They ensure all communications reflect the standards and style of the company. PR Coordinators refer requests for information from media to an appropriate spokesperson or information source. They prepare and distribute all communication materials and liaise with the press and local advertising. They maintain all updated information about the resort on its website. They are involved in event planning and organizing public oriented events sponsored by the resort. They assist the Director of Sales and Marketing to establish and implement PR related goals, objectives, and policies.

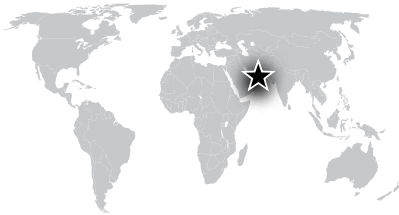
REQUIRED SKILLS

- Exceptional interpersonal and problem solving skills
- Ability to act autonomously
- Strong communication skills
- Good project management and organization skills
- Experience in dealing with high end media business partners
- Administrative experience and excellent computer skills
- Creative writing skills
- Bachelor degree, preferably in hospitality



Monica Majors
PR & Media Coordinator

Six Senses Resorts & Spa
Ziggy Bay, Oman



Nationality: American

Graduate of Les Roches International School of
Hotel Management, Switzerland

Front Office Supervisor



Front Office Supervisors lead and perform all front desk duties including check-ins, check-outs, reservations, guest phone messages and special requests. Supervisors ensure that guests experience a great stay. This position requires diplomatic skills and the ability to deal with people from different cultures and backgrounds.



DAILY LIFE

Front Office Supervisors ensure that all front office and guest services team members receive adequate training in all Front Desk policies and procedures. They assist the Front Office Manager in motivating the team and participate in the training and development of all Front Office staff. Front Office Supervisors make sure all arrivals are blocked and evens out the house count. They check arrivals of VIP guests, are in charge of possible upgrades and have the concierge team deliver note cards to guestrooms per hotel chain standards. They verify the accuracy of the cash drawers at the beginning of the shift and supervise the close-out of shift work and cash at the end of the shift. Front Office Supervisors communicate all important information to the following shift to ensure a smooth transition through the Front Desk logbook.

REQUIRED SKILLS

- Strong written and verbal communication skills
- Ability to lead and motivate a team
- Associate degree or higher (ideally in hospitality)
- Previous front office experience
- Language skills

Sales Coordinator



Sales Coordinators represent hotel chain properties for potential clients' portfolios either in the corporate, leisure and/or MICE (Meetings, Incentives, Conferences and Exhibitions) segments.



DAILY LIFE

Sales Coordinators are responsible for implementing the hotel's marketing, promotional and sales strategy in a particular region and segment. Sales Coordinators are often out of the office, meeting with members of the travel trade and visiting corporate clients to promote the hotel or hotels. This is a very independent, hands-on role requiring an ability to strategize and implement promotional activities, including road shows, trade activities and consumer initiatives. Sales Coordinators need to have the ability to increase sales and revenue by developing relationships and seeking new business opportunities.

REQUIRED SKILLS

- Previous experience in the hospitality or travel industry (within the region) and be very self-motivated
- Good customer relations
- Strong results orientation
- Negotiation skills
- Language skills
- Availability to travel
- Associate degree or higher (ideally in hospitality or tourism)

Butler Services Supervisor



Butler Services Supervisors deal with major guest complaints and queries. They ensure quality service by training the executive butlers in both operations and administration.



DAILY LIFE

Butler Services Supervisors recognize important and repeat guests; they develop personal contact with guests, find out guest preferences and proactively anticipate guest needs and requirements. They maintain open communication and ensure guest complaints and feedbacks are handled efficiently by supervising team members and liaising with other related departments. They lead, motivate and continuously develop the Butler team in order to maximize colleague productivity, departmental revenue and guest satisfaction. They conduct regular quality checks on floor receptions and butler's pantries to ensure standards and consistency are maintained at the highest level at all times. They overview the annual vacation plan, duty rosters and special staffing requirements. They ensure that the team adheres to company standards, business conduct guidelines and ethics, procedures including Health & Safety policies, and Butler's grooming standards.

REQUIRED SKILLS

- Very strong command of the English language plus an additional language
- Computer literacy with knowledge of MS Office and Property Management System (preferably Opera)
- Leadership, motivation and good social skills
- Previous supervisory experience in Front Office, Butlers or F&B
- Bachelor degree, preferably in hospitality
- Passion for hospitality, solution orientated, flexible and team player



Ajay Harjani
Supervisor for Butler Services

Burj Al Arab
Dubai, U.A.E.



Nationality: Indian/Indonesian
Graduate of Les Roches International School of Hotel Management, Switzerland



Middle Management Positions

- After a training period in entry-level positions, demonstrating professional proficiency, potential for growth and a passion for the industry
- Acquire more responsibilities
- Begin to shape your hospitality careers according to your interests and potential

Food & Beverage Manager



Food and Beverage (F&B) Managers are key members of the senior management team in a hotel, cruise ship or any other establishment that serves meals and drinks, including restaurants, coffee shops, catering services and room service.



DAILY LIFE

F&B Managers are responsible for both business and culinary operations. They must maintain exceptional levels of customer service. They must have a thorough knowledge of food preparation and a good sense for creating and marketing menu offerings that are appropriate and appealing to local market preferences. They cover a wide range of managerial functions, such as preparing operating budgets, ordering food and equipment, managing the monthly stock stakes and hiring, managing and training employees at all levels. They assist in setting departmental targets, work schedules, budgets, policies and procedures. As a core management team member, they work closely with other department managers to optimize financial performance and profitability. They also deputize for the Food & Beverage Director in their absence. The need to comply with hotel security, fire regulations and all health and safety legislation.

REQUIRED SKILLS

- Leadership skills
- Ability to manage a team
- Strong business and financial management skills
- Effective employee management
- Knowledge of financial systems
- Committed to delivering high levels of customer service
- Previous experience as supervisor in F&B
- Associate degree or higher (ideally in hospitality or foodservice related)



Jaime Castañeda Calavia
Assistant F&B Manager

Pullman Deira City Centre
Dubai, U.A.E.



Nationality: Spanish

Graduate of Les Roches International School of Hotel
Management Marbella, Spain

Spa Manager



Spa Managers oversee all departments, employees and the financial performance of the entire spa operation.



DAILY LIFE

Spa Managers develop policies for standard operating procedures for the spa's retail, massage, aesthetics, nail services and reception departments. They hire, train, schedule, manage and review employees. They conduct meetings with staff to ensure all employees understand all aspects of the spa's operation. Spa Managers create revenue projections and manage expenses to maximize profitability. They coordinate payroll administration and establish inventory control procedures, as well as maintaining relationships with suppliers and providers. They oversee facilities upkeep and maintenance, and ensure that all equipment is in proper working order. Spa Managers develop marketing programs, brochures and promotions. They monitor and ensure customer satisfaction.

REQUIRED SKILLS

- Well developed leadership and interpersonal abilities
- Excellent communication skills with guests and employees
- Strong financial management expertise
- Knowledge of fitness, health and wellness
- Strong computer skills
- Bachelor degree in hospitality preferred

Conferencing & Events Manager



Conferencing & Events Managers are responsible for supervising the preparation and presentation of food and beverages at business and social gatherings at hotels, restaurants, conference centers and clubs.



DAILY LIFE

Conferencing & Events Managers make sales presentations with prospective catering service clients. They work with clients to plan, schedule and execute banquets, weddings, business meetings, trade shows, parties and other events that meet the clients' budget requirements. They plan menus, develop and coordinate the preparation and arrangement of food and beverages for events. Conferencing & Events Managers train and supervise chefs, cooks, catering assistants, house managers and wait staff. They serve as the liaison with audio-visual services, decorating partners and other external vendors and suppliers required by the event. They coordinate with other hotel and facility departments and staff to ensure a high level of service and client satisfaction.

REQUIRED SKILLS

- Strong leadership and interpersonal abilities
- Excellent written and verbal communication skills
- Good project management and organization skills
- Previous experience in F&B
- Ability to make effective personal sales presentations
- Flexibility to work nights and weekends
- Bachelor degree, preferably in hospitality

Training Manager



Training Managers for a hotel or resort are responsible for the training of new employees and the installation of operations management systems at new-build and conversion properties.



DAILY LIFE

Training Managers travel to the hotel or resort, whether a new-build property or a brand conversion property, during the pre-opening period to conduct training sessions with employees at all levels. They implement the property management system in accordance with brand specifications, and act as the liaison between the hotel executive team and the project manager. Training Managers assess and evaluate the employees' development and performance. They lead weekly meetings and provide updates on the status of tasks to be completed for hotel openings.

REQUIRED SKILLS

- Excellent communication and presentation skills
- Strong interpersonal and leadership skills
- Ability to multitask efficiently and to resolve challenges
- Flexibility to travel extensively
- Well-developed background in hotel operations
- Bachelor degree, preferably in hospitality or business administration



Monica Santos
Senior Training Installations Manager

Galaxy Hotel System, Starwood Hotels & Resorts, California, USA



Nationality: American

Graduate of Les Roches International School of Hotel Management, Switzerland

Assistant General Manager



Assistant General Managers (AGM) help the General Manager (GM) to oversee and direct the hotel property's entire operation, ensuring its optimum performance, efficiency and profitability.



DAILY LIFE

AGMs report directly to the GM of the hotel. Their responsibilities include managing daily hotel operations to achieve planned goals for operational integrity as measured by revenue and house profit, while maintaining company standards for guest satisfaction, associate satisfaction, quality assurance and asset protection. AGMs also supervise train and motivate the hotel team and perform administrative duties. Daily challenges include planning, assigning and directing work among the hotel team. AGM positions require seniority and independence; they assume the management of the hotel in the absence of the GM.

REQUIRED SKILLS

- Previous experience working as a supervisor in hotel operations (rooms division and/or food and beverage)
- Excellent communication skills with guests and employees
- Leadership skills
- Language skills
- Genuine affinity for providing guest service
- Bachelor degree preferred (ideally in hospitality)
- Ability to multitask in order to meet a variety of deadlines
- Strong interpersonal skills
- Ability to work with minimal supervision
- Must be able to work a flexible schedule as the hours for this management position often vary

Learning & Development Manager



Learning & Development Managers plan, implement, coordinate and present corporate and related training programs to ensure that all employees understand all hotel procedures and can fulfill their responsibilities to the hotel's expectations.



DAILY LIFE

Learning & Development Managers review hotel training programs and update as necessary. They analyze current training needs for the hotel departments and individuals and make recommendations as needed. Learning & Development Managers develop or research training programs for specific hotel needs. They also track, input, maintain and audit all individual employee training records regarding in-house programs, including department orientation records for new hires. Learning & Development Managers oversee and monitor all departmental training programs, conduct meetings with department managers, trainers and employees to review performance trends, develop action plans, and give recognition. They develop an annual training calendar and compile monthly and quarterly reports on training activities.

REQUIRED SKILLS

- Knowledge of adult learning theory and the essential elements of training
- Knowledge of effective training program development
- Ability to relate to all levels of management and employees in spoken and written form
- Ability to observe employees in the work place, analyze operations and detect issues of concern regarding employee performance, grooming, training, policy adherence and morale
- Knowledge of hotel operations (previous hotel work experience a plus)

Wine Export Manager



Wine Export Managers work within a wine producing company and are responsible for selling to wine distributors in countries other than their home country.



DAILY LIFE

Wine Export Managers develop new accounts in new countries and maintain relationships with existing wine distributors in already acquired markets (countries). They follow monthly sales performance of each country / distributor making sure they reach their annual target. They might conduct sales promotion plans and marketing activities in partnership with their distributor in the given country in order to increase awareness of their product hence generating more demand. They conduct yearly tastings in most of their markets anytime a new vintage is released on the market. They communicate monthly their sales achieved with the other departments of their company keeping track of local market sales trend and could revise their target accordingly to achieve the overall company's forecast.

REQUIRED SKILLS

- Dynamic personality and natural affinity for salesmanship
- Ability to make strong personal presentations
- Strong organizational skills
- Recognizes different market trends and knows how to approach potential clients accordingly
- Bachelor degree, preferably in hospitality
- Good knowledge of wine is a plus



Nagi Saikali
Export Manager

IXSIR
Beirut, Lebanon



Nationality: Lebanese / Canadian

Graduate of Glion Institute of Higher Education,
Switzerland

Quality Manager



Quality Managers are management professionals whose primary responsibility is ensuring that a hospitality organization’s operations and customer service standards are being met.



DAILY LIFE

Quality Managers develop, communicate and implement a quality assurance plan and policies. They establish service excellence and performance improvement measures. They coordinate with operations departments to institute, monitor and maintain performance standards. They ensure compliance with national and international standards and legislation. Quality Managers monitor adherence to environmental, health and safety standards. They identify and implement appropriate quality-related training programs, and measure institutional performance by collecting data and producing statistical reports of customer satisfaction.

REQUIRED SKILLS

- Strong managerial skills with multiple levels of organization
- Excellent interpersonal and communication skills
- Previous hospitality industry experience a plus
- Ability to write clearly and make effective presentations
- Bachelor degree, preferably in hospitality or business administration

Consultant



Consultants are management professionals who have a great deal of specialized knowledge and expertise in one or more management or professional disciplines; they often work with multiple clients.



DAILY LIFE

Consultants’ daily responsibilities vary greatly and depend entirely on their specific area of expertise. The duties for which they can be contracted by a hotel, restaurant or other hospitality organization can include strategic business analysis, project management, financial analysis, revenue and profitability management, operations optimization, feasibility studies, research and data collection, contracting, negotiating, centralized purchasing, architecture and construction, customer loyalty program management, and more. Most consultants are either self-employed or they work for a consultancy firm.

REQUIRED SKILLS

- Strong organizational and leadership skills
- Proven problem-solving and negotiation abilities
- Excellent interpersonal and communication skills
- 10 to 15 years of management experience in hospitality industry
- Bachelor or graduate degree, preferably in hospitality or business administration

Guest Relations Manager



Guest Relations Managers are responsible for maintaining close communications with the client and ensuring the continued use of the company's products or services.



DAILY LIFE

Guest Relations Managers are responsible for maintaining goodwill between guests and the hotel and ensuring the guests are enjoying themselves. They also ensure continued use of the company's products or services, are readily available and take a proactive approach. Guest Relations Managers demonstrate the highest level of courteous and efficient service, to ensure guests feel welcome and that their needs will be attended to at all times during their stay. They also forge strong and lasting relationships and provide information about additional hotel services. They need to have a strong working knowledge of the specific industry as well as the company's offer in order to retain current customers and keep them satisfied.

REQUIRED SKILLS

- Good interpersonal skills and presentation
- Good communication, negotiation and problem solving skills
- A commitment to providing excellent customer service
- Good organizational and time management skills
- Ability to work as part of a team
- Ability to work quickly and efficiently under pressure.
- Bachelor degree, preferably in hospitality



LeeAnn Brown
Guest Relations Manager

The Peninsula Chicago
Chicago, USA



Nationality: American

Graduate of Kendall College, USA

Real Estate Investment Analyst



Real Estate Investment Analysts are responsible for executing real estate transactions on behalf of the firm. Major tasks include evaluation of investment proposals, underwriting, due diligence, deal structuring, investment committee proposals, legal documentation, and internal business planning.



DAILY LIFE

Real Estate Investment Analysts participate in collecting and maintaining a data base of market and property level research information in order to see the future supply and demand as well as the trends in the real estate market. Analysts develop complex financial models to perform cash flow analysis on various types of real estate investments such as land development, property acquisition, debt and joint venture financing opportunities relating to office, retail and hotel. They analyze financial performance of properties to identify the opportunities in order to maximize the return on investment. In addition, Analysts assist in the due diligence review process of new acquisitions by coordinating interdepartmental tasks and external consultants' productivity. They also participate in the transfer of project responsibility and asset information to the asset and property management staff.

REQUIRED SKILLS

- Expert knowledge of financial modeling & various return metrics (i.e. IRR, Cash on Cash, Equity Return Multiple etc)
- Proficiency in procuring, analyzing and synthesizing market research
- Strong quantitative, analytical and organizational skills
- Excellent written and oral communication skills.
- Strong presentation skills
- Ability to work with all levels of a multi-faceted corporation
- Bachelor degree in Finance, Economics, Mathematics or other financial or business discipline



Johnny Choi
Real Estate Investment Analyst

Mirae Asset MAPS Investment
Seoul, South Korea



Nationality: South Korean
Graduate of Glion Institute of Higher Education,
Switzerland

Restaurant Manager



Restaurant Managers are responsible for managing, directing and scheduling restaurant activities and staff in the establishment.



DAILY LIFE

Restaurant Managers work with the chef, deciding on recipes and planning menus. They are in charge of planning and balancing the budget, making sure that everything is in order and that the accounts balance. In larger restaurants, Restaurant Managers often plan the marketing campaigns and strategies necessary to meet sales goals, which are set by the head office. Restaurant Managers need the expertise and patience to deal with customers. Although some duties vary, many include organizing stock, ordering food supplies and equipment, inspecting health and safety precautions and solving employee or customer problems. Restaurant Managers often interview, hire and supervise the training of new staff members, organize shifts, promote good teamwork, pay staff and divide the tips.

REQUIRED SKILLS

- Ability to lead and motivate a team
- Previous food and beverage experience
- Good interpersonal and guest interaction skills
- Familiar with inventory controls
- Should be able to take total responsibility of the restaurant
- Associate degree or higher (ideally in hospitality or foodservice-related)

Rooms Division Manager



Rooms Division Managers oversee a hotel's front desk, guest services and housekeeping department teams. They report to the General Manager and play an important role in ensuring a high level of guest service.



DAILY LIFE

Rooms Division Managers lead, control and supervise the Front Desk, Guest Services and Housekeeping departments. They work closely with Reservations to assure and maximize occupancy, rate and revenue and they are also in charge of providing all necessary forecasts. This is a key position since the Rooms Division leadership will directly impact the operational team's motivation and actions (e.g. front desk agents, bell boys, housekeeper and concierge) - this is the team that is actually providing the service for the guests. Rooms Division Managers report to the Hotel General Manager.

REQUIRED SKILLS

- Well-developed leadership skills
- Ability to give clear, concise instructions
- Proactive work style
- Ability to work well under pressure and keep calm in difficult situations
- Previous experience as supervisor in hospitality (front desk and/or guest services)
- Bachelor degree preferred (ideally in hospitality)

Revenue Manager



Revenue Managers occupy a critically important hospitality management function that has a tremendous impact on the profitability of a hotel chain, airline, cruise line or car rental company.



DAILY LIFE

Revenue Managers determine the ideal price for a unit of inventory (a hotel room, airline seat, cruise ship berth or rental car) that is most attractive to consumers and most profitable for the company. They use disciplined tactics to predict consumer behavior by optimizing inventory availability and pricing. Revenue Managers work closely with Sales and Marketing teams to determine broad strategic financial goals and devise tactical selling and pricing strategies to meet those goals and maximize profits. They also monitor competitive marketplace activity and factors affecting distribution channel performance.

REQUIRED SKILLS

- Strategic thinking combined with ability to implement strategy as tactics
- Strong organizational skills and ability to perform under time pressure
- Previous experience working in reservations or front office (hotels, airlines, car rentals)
- Communication and persuasion skills
- Leadership skills
- Bachelor degree preferred
- Language skills



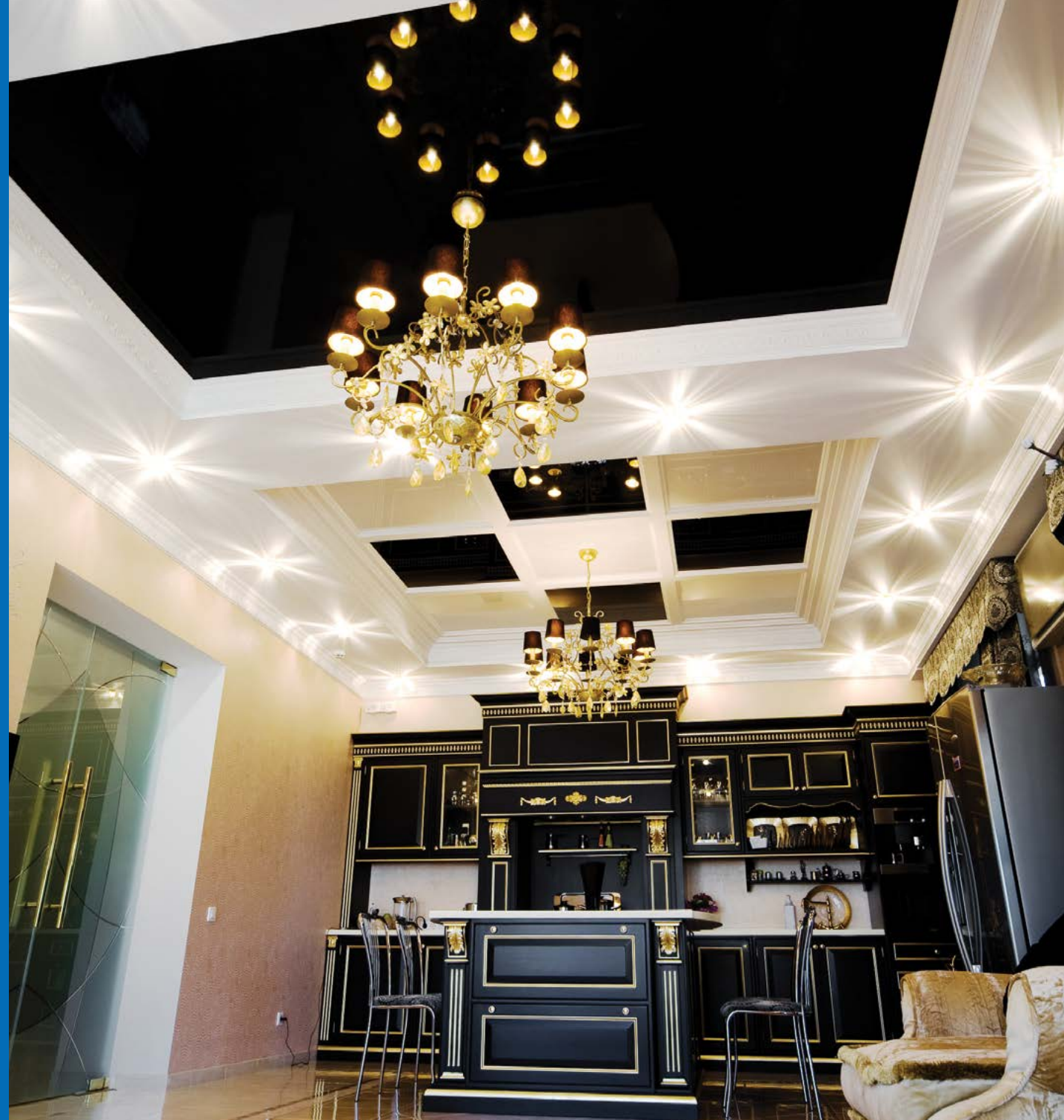
Tibor Fejes
Senior Revenue Manager

Marriott International Corporate Headquarters
Maryland, USA



Nationality: Hungarian

Graduate of Glion Institute of Higher Education,
Switzerland



Executive Level Positions - A Final Step

- A significant number of years in the industry, experience and track records qualify middle managers to move into senior management roles
- Provide the highest levels of strategic leadership in the industry
- Highly significant responsibilities and according rewards

Human Resources Director



Human Resources (HR) Directors within any hospitality organization are key management specialists whose primary responsibility is the recruitment, training and retention of qualified employees to match the business goals of the organization.



DAILY LIFE

HR Directors maintain close working relationships with department leaders to gain a thorough understanding of both the technical qualifications and the personal qualities required for each position in the organization. They coordinate training and support to ensure employees meet the organization’s performance standards and have the opportunity to reach their full potential in their careers. HR Directors manage the employee benefits program and create and implement workplace policies and procedures that enhance employee productivity and satisfaction. They contribute fundamentally to the organization’s ability to provide a high quality guest experience and return on owner’s investment through the hiring, training and engagement of high-caliber employees.

REQUIRED SKILLS

- Effective relationship-building with employees at all levels, from laborers to senior executives
- Effective leadership skills
- Strong organizational and multitasking abilities
- Excellent written and verbal communication skills
- Bachelor degree or higher preferred (ideally in hospitality)



Sonya Brown
Human Resources Director, Talent Management

ONYX Hospitality Group
Bangkok, Thailand



Nationality: Australian
Graduate of Blue Mountains International Hotel Management School, Australia

Casino Director



Casino Directors are responsible for planning, directing, coordinating and controlling all the day-to-day operations in a casino.



DAILY LIFE

Casino Directors hire, train, and schedule the activities of casino personnel. They coordinate with supervisors, surveillance officers and investigators to make sure all games are run smoothly and fairly. They also ensure that the casino adheres to government gaming laws and regulations, they measure the profit and loss of all table games and slot machines, and stay up to date on the nuances of the gaming rules. Casino Directors monitor changes within the gaming industry and understand how they may affect the casino's profitability. Casino Directors intervene with gamblers or guests who are upset or who have been caught cheating. They make sure that guests' needs are met and accommodate high-profile customers.

REQUIRED SKILLS

- Strong leadership abilities
- Excellent communication and interpersonal skills
- Good organization skills
- Genuine affinity for customer relations
- Ability to remain calm in tense situations
- Willingness to work long hours
- Bachelor degree, preferably in hospitality

Director of Restaurant Operations



Directors of Restaurant Operations oversee the operation of restaurant chains and are key participants in the chain's strategic business planning, financial performance, and guest satisfaction.



DAILY LIFE

Directors of Restaurant Operations lead their team on key planning issues and business operations decisions. They set business objectives and performance goals for each department, and conduct meetings with department heads to review procedures and performance. Directors of Restaurant Operations oversee the monitoring and reporting of departmental performance. They provide financial oversight and monitoring, and prepare and present financial and operations reports to senior management and the board of directors.

REQUIRED SKILLS

- Strong organizational and administrative skills
- Proven problem-solving and negotiation abilities
- Excellent interpersonal and communication skills
- Ability to lead teams from all departments
- 10 to 15 years of senior management experience
- Bachelor degree, preferably in hospitality or business administration

Development Director



Development Directors’ main responsibility is to expand the hotel company’s portfolio across a given geographic region. Development Directors are often seen as the interface between the Operator and the Investment community.



DAILY LIFE

Development Directors are part of the leadership team with the responsibility to grow the company’s property portfolio. Their daily life revolves around the key job of finding the right location, for the right brand, with the right owner. This often involves traveling to key markets to meet with investors and to review proposed hotel sites. A site analysis covers the review of the neighboring usage, demand generators, competitors, access and visibility. Development Directors are also in charge of reviewing the financial and market feasibility of a given opportunity to determine its economic viability and brand fit. Should there be an interest to proceed, they are responsible for negotiating and closing the deal with investors. This is often done through various agreements that cover a wide range of commercial, technical, legal and operational terms. Development Directors are also responsible for presenting the new deal to the relevant Board internally and for seeking its approval to execute the deal.

REQUIRED SKILLS

- Strong interpersonal and communication abilities
- Solid negotiation skills
- Hospitality operations background
- Real estate and/or hotel consultancy background - analytical and financial skills
- Good project management and organizational skills
- Bachelor degree or higher (ideally Masters in Business, Hospitality or Real Estate)



Rani Gharbié
Director of Development

InterContinental Hotels Group
Middle East & Africa



Nationality: Lebanese / Canadian
Graduate of Glion Institute of Higher Education,
Switzerland

Online Partner Development Director



Partner Development Directors of an online travel agency are responsible for developing and sustaining strong partner relationships with travel experience providers across the agency’s region.



DAILY LIFE

Online Partner Development Directors identify, secure and negotiate all contracts with partners who meet the online travel agency’s quality and service standards. They develop and maintain superior partner relations through proactive management and consultation, and by providing ongoing data and feedback. They foster loyalty by exceeding partners’ expectations and by becoming a valuable source for partners. Online Partner Development Directors develop and manage the agency’s regional sales teams. They devise and implement successful sales strategies for sales teams. They establish market forecasts including the number of target properties, revenue and margin estimates, and they manage the agency to meet or exceed regional performance goals by ensuring the best possible inventory and rates.

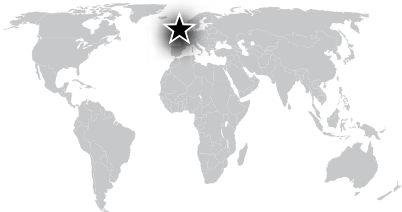
REQUIRED SKILLS

- 8+ years experience in sales or account management in an e-commerce or travel company
- Excellent interpersonal and oral communication skills
- Strong writing and presentation abilities
- Ability to influence internal and external decision makers
- Proven contract negotiation skills
- Bachelor degree, preferably in hospitality or business administration



Marilena Zagana
Director of Partner Development Europe,
Middle East & Africa - Online Travel
Agency

Jetsetter.com
London, UK



Nationality: Greek

Graduate of Glion Institute of Higher Education,
Switzerland

Vice President of Operations



Vice Presidents (VP) of Operations set and manage the policies and procedures that ensure the entire organization functions as designed. They deliver strong financial performance for the company, as well as a high quality experience for guests.



DAILY LIFE

Vice Presidents of Operations could lead a hotel chain or a cruise line fleet. They maintain a broad-based, high-level strategic understanding of all aspects of the organization’s operation, and work alongside the properties’ General Managers to set financial goals. They design operation procedures to help meet revenue targets. VP of Operations hire and lead hotel General Managers to ensure they meet guest service and satisfaction standards.

REQUIRED SKILLS

- Effective relationship-building with employees at all levels, from laborers to senior executives
- Strong leadership skills
- Well-developed organizational and multitasking abilities
- Excellent written and verbal communication skills
- Relevant experience in hospitality (ideally as a General Manager)
- Bachelor degree or higher preferred

Marketing Director



Marketing Directors are senior management professional who are responsible for developing and executing all marketing activities for a hotel chain region or other hospitality organizations.



DAILY LIFE

Marketing Directors work closely with the CEO and other senior executives to determine the overall brand positioning that reflects the organization’s values, goals and objectives. They formulate the strategic marketing plans and manage their team, which works with advertising agencies and other specialized communications firms to create marketing communications. This includes advertising, public relations, email and Internet advertising, graphic design, promotions, collateral materials, sales tools and even signage.

REQUIRED SKILLS

- Excellent written and verbal communication abilities
- Ability to manage projects and to lead marketing staff members from project kick-off to completion
- Good presentation skills to audiences ranging from senior management to sales teams and franchisees
- Hospitality background
- Bachelor degree or higher preferred

Entrepreneur



Entrepreneurs in the hospitality industry are founders and owners of a hospitality business, most typically a hotel, resort or restaurant.



DAILY LIFE

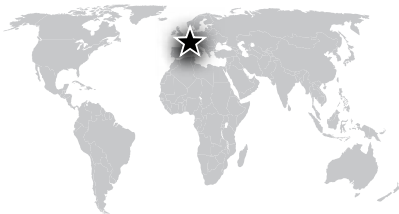
Entrepreneurs manage all aspects of the hospitality business operation. They recruit, hire and oversee employees at all levels, from staff members to senior management leaders. They initiate and maintain relationships with banks to obtain financing for the business as well as with accounting firms to ensure proper financial management of the business. Entrepreneurs set up internal policies and systems for efficient, profitable business operations. They establish relationships with suppliers and vendors who supply products and services required by the business. They act as the public face of the business to promote it throughout the marketplace.

REQUIRED SKILLS

- Strong commitment to succeed as a business owner
- Willingness to take reasonable risks
- Well-developed organizational and administrative skills
- Proven problem-solving and negotiation abilities
- Excellent interpersonal communication and leadership skills
- Bachelor degree, preferably in hospitality or business administration



Nati Feli
Owner
Hotel Guarda Golf
Crans-Montana, Switzerland



Nationality: Brazilian
Graduate of Les Roches International School of
Hotel Management, Switzerland

Cruise Director



Cruise Directors are senior management leaders who are in charge of all shipboard entertainment activities.



DAILY LIFE

Cruise Directors' responsibilities are both significant and varied. They oversee all aspects of all entertainment presentations, activities, shows and special events, from planning and conception through execution, in any venue on board. They work with ship management to ensure that all entertainment activities integrate smoothly and cost-efficiently with all shipboard departments, and to make certain that their quality and implementation contribute to the highest possible level of guest enjoyment and satisfaction. To that end, Cruise Directors are also featured participants in various entertainment activities, as Master of Ceremonies, host and often as an on-stage performer.

REQUIRED SKILLS

- Professional entertainment experience
- Natural communication skills
- Master of Ceremonies and hosting experience
- Willingness and ability to multi-task
- Financial management and managerial experience
- Bachelor degree in hospitality preferred

Travel Agency Managing Director



Travel agency Managing Directors work in retail travel outlets which promote and sell holidays and travel related products. Travel agencies range from small independent businesses to large chains. Some specialize in business travel while others have detailed knowledge of specific locations.



DAILY LIFE

Travel agency Managing Directors oversee the smooth running of the business and are responsible for developing strategies to hit or exceed sales targets, and for staff, financial and daily operational management. They must be able to offer specialist and competitive travel products to meet the demands of the travel market, which include online bookings and tailor-made trips.

Travel agency Managing Directors continuously motivate the sales team to hit their targets and ensure the profitability of the company. They provide team leaders with sales figures, and plan how to sell travel products and tour packages. They oversee the recruitment of staff, payroll matters and staff training, and organize incentives and bonus schemes. They also deal with customer enquiries and complaints, and aim to meet their expectations. They liaise with travel partners, including airlines and hotels, to manage bookings and schedules.

REQUIRED SKILLS

- Excellent communication skills
- Diplomacy and tact
- Innovation and energy with a desire to drive others
- Commitment to people management
- Strong organizational skills
- Resilience to cope with long hours and pressure at peak times
- Genuine interest in travel
- Bachelor degree in Hospitality or Travel

Head of Distribution, Banking Industry



Heads of Distribution are responsible for meeting all the banking needs of existing clients and also assisting in new client acquisition.



DAILY LIFE

Heads of Distribution develop and maintain internal client management systems, as well as ensure timely and accurate delivery of customized reporting to clients. They manage all aspects of the distribution and marketing of financial products and services, including the development of marketing materials such as advertising, presentations and roadshows. Heads of Distribution maintain client mailing lists and organize and participate in client events. They identify potential new clients for acquisition and manage the Request for proposal (RFP) process for pursuing them. They also assist in researching prospective clients and coordinate market research to monitor competitors' activities.

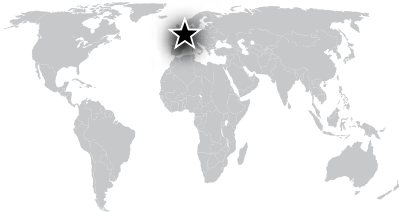
REQUIRED SKILLS

- Excellent client-facing communication and interpersonal skills
- Strong time management and organization abilities
- Experience in financial services sales and marketing
- Skill at making effective presentations
- Ability to work well under pressure and multitasking
- Bachelor degree, preferably in finance or business administration



Arno Tijink
Vice President Benelux & France/Monaco
Distribution

Credit Suisse Fund Services SA
Luxembourg



Nationality: Dutch / Luxembourgish

Graduate of Les Roches International School of Hotel
Management, Switzerland

Catering & Conventions Director



Directors of Catering and Conventions coordinate staff, convention personnel and clients to make arrangements for group meetings, events, and conventions.



DAILY LIFE

Catering & Conventions Directors consult with customers to determine objectives and requirements for events such as meetings, conferences, and conventions. They conduct post-event evaluations to determine how future events could be improved, and maintain records of event aspects, including financial details. They negotiate contracts with service providers and suppliers such as hotels, convention centers, and speakers. Catering & Conventions Directors meet with sponsors and organizing committees to plan the events' scope, to establish and monitor budgets, and to review administrative procedures and event progress. They publicize conference, convention and trades show services, and ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise. They hire, train, and supervise support staff required for events, and also develop event topics, and choose featured speakers.

REQUIRED SKILLS

- Active listener, service oriented and strong communication skills
- Critical thinking, ability to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Strong writing and time management skills
- Complex problem solving skills
- Flexibility to work evenings and weekends
- Good project management and organization skills
- Bachelor degree, preferably in hospitality



Janelle Harvey
Director of Catering & Conventions

Sheraton on the Park
Sydney, Australia



Nationality: Australian
Graduate of Blue Mountains International Hotel
Management School, Australia

General Manager, Hotel



General Managers (GM) are the chief executives and most visible leaders of a hotel property. They have ultimate responsibility for the day-to-day management of all aspects of the hotel's operation, covering all of its departments and employees.



DAILY LIFE

GMs develop strategic business plans that define the hotel's operational and revenue goals. They manage all hotel operations to maximize both employee and financial performance. They ensure that the hotel meets quality standards for property appearance, maintenance, amenities and personal service that deliver the best guest experience possible. GMs set performance goals for employees and provide training, a supportive work environment and constructive assessments to help them grow and contribute to the hotel's success. They plan, implement and measure the effectiveness of hotel marketing and promotional efforts.

REQUIRED SKILLS

- Excellent leadership, personnel and communication skills
- Effective business and operations management abilities
- Strong financial management and budget planning
- Relevant experience in hospitality management positions
- Bachelor degree or higher preferred (ideally in hospitality)



Thierry Kennel
General Manager

Four Seasons Hotel
Denver, USA



Nationality: French / Canadian

Graduate of Les Roches International School of
Hotel Management, Switzerland

General Manager, Golf Club



General Managers serve as Chief Operating Officer of the club. They manage all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry.



DAILY LIFE

GMs implement general policies established by the Board of Directors, and direct their administration and execution. They plan, develop and approve specific operational policies, programs, procedures and methods in concert with general policies. They consistently ensure that the club is operated in accordance with all applicable local, state and federal laws.

They analyze financial statements, manage cash flow and establish controls to safeguard funds. GMs review income and costs relative to goals, and take corrective action as necessary. They develop, maintain and disseminate a basic management philosophy to guide all club personnel towards optimal operating results, employee morale and member satisfaction. They establish and approve workloads, work methods and performance standards.

REQUIRED SKILLS

- Excellent leadership, personnel and communication skills
- Effective business and operations management abilities
- Strong financial management and budget planning
- Relevant experience in golf positions (10+ years in the industry as assistant golf professional, head golf professional or general manager)
- Bachelor degree or higher preferred (ideally in Hospitality or Event, Sport & Entertainment)

General Manager, Resort



Resort General Managers are responsible for the successful day-to-day operations and profitability of a holiday resort complex. GMs are in charge of all areas of a resort, and both the revenue and cost elements of a company's income statement. They also oversee the resort's marketing and sales functions as well as the day-to-day operations of the business.



DAILY LIFE

Resort GMs direct, hire and train all staff teams, and are responsible for effective planning and decision-making to attain desirable profit making results for the resort. GMs manage staff budgets and supervise operations, finance, marketing and sales. They create and enforce business objectives and goals, and manage projects and renovations. GMs also act as representatives of the resort for public relations and media.

REQUIRED SKILLS

- Strong leadership and interpersonal skills
- Strong problem-solving capabilities
- Excellent financial management abilities
- Ability to attract and maintain a high-quality staff
- Relevant experience in the hospitality industry
- Bachelor degree, preferably in hospitality or business administration

General Manager, Airline Lounge



General Airline Lounge Managers oversee all airline lounge operations, and are responsible for delivering a superior traveler experience at restaurants, bars and spas, and through the concierge service.



DAILY LIFE

GMs manage the entire lounge team, from line employees up through the executive team, to ensure that lounge operations and service standards are adhered to. They recruit, train and monitor the performance of all lounge staff members. They plan work schedules for individuals and teams. They deal with suppliers and contractors. They create an annual business plan and operating budget to meet clearly defined business objectives. They practice sound fiscal management to deliver lounge services within the target budget. GMs meet with the owner to provide operations status reports and monthly profit and loss statements, and ensure compliance with licensing laws, health and safety and other statutory regulations.

REQUIRED SKILLS

- Excellent organizational and interpersonal skills
- Strong affinity for customer service and satisfaction
- Sound financial management abilities
- Proven track record in effective cost control
- Ability to attract and maintain high-quality staff
- Flexibility to handle unexpected situations as they arise
- Bachelor degree, preferably in hospitality or business administration



Alexi Vrontamitis
General Manager
Qantas Lounges by Sofitel
Sydney & Melbourne, Australia



Nationality: Greek
Graduate of Les Roches International School of
Hotel Management, Switzerland



What's Next?

If you're excited about a career in hospitality, we strongly recommend that you earn a degree in hospitality management. Your first step is to select an appropriate university. Here are some key things to consider when looking at hospitality management schools:

ACCREDITATION & RECOGNITION

- Is the school accredited by a well-known accrediting organization?
- Is the school recognized by official authorities?
- What qualification level can the school deliver?
- Does the school award its own university degree?

PROGRAMS

- Does the school offer a wide choice of undergraduate, postgraduate and graduate programs that meet the needs of the market?
- Does the school offer a wide range of specializations to choose from?

FACULTY

- Are the professors, teachers and instructors specialists in their field with relevant international industry experience and qualifications?
- Does the school provide the list of its whole faculty along with their previous industry experience and qualifications?

INTERNATIONAL STUDENT BODY

- How many nationalities are represented on the campus?
- Is there any nationality that is over-represented by more than 25%?
- What is the percentage of international students vs. local students?

INDUSTRY

- Do hiring managers consider the school to be among the top schools for a successful career?

FACILITIES

- Does the school invest in buildings on campus?
- Does the management continually invest in facility improvements?

TRANSFER OPPORTUNITIES

- Is it possible to transfer from one campus to another, especially internationally, within the same program?

INTERNATIONAL CAREER OPPORTUNITIES

- What is the average number of internship offers per student?
- How many job offers do students receive upon graduation?

ALUMNI

- What percentage of alumni hold executive positions around the world?
- Are the alumni actively involved in adding value for current students and hiring graduates from the school?

An International Network

Laureate Hospitality Education, the leading hospitality management education group, manages 7 of the most reputed institutions in the world. Our unique and global group of institutions is united by a passionate philosophy towards the hospitality industry, combining an outstanding business education with practical guidance and experience in the industry.

U.K.

- Glion Institute of Higher Education

SWITZERLAND

- Glion Institute of Higher Education
- Les Roches International School of Hotel Management

CHINA

- Les Roches Jin Jiang International Hotel Management College



U.S.A.

- Kendall College

SPAIN

- Les Roches International School of Hotel Management

AUSTRALIA

- Blue Mountains International Hotel Management School



Glion & Bulle, Switzerland

www.glion.edu

Established in 1962, Glion Institute of Higher Education is one of the world's leading providers of international hospitality education and offers management-focused programs in the fields of Hospitality, Tourism, and Event, Sport and Entertainment.

UNDERGRADUATE PROGRAMS

- Bachelor Degree (3.5 years) with specializations in Hospitality Management or Event, Sport and Entertainment Management
- Diploma in Hotel and Restaurant Operations (1.5 years)

POSTGRADUATE PROGRAMS

- Postgraduate Diploma (1.5 years)
- Postgraduate Higher Diploma (2 years)

MASTER PROGRAMS

- MBA in International Hospitality & Service Industries Management (1 year), with Leadership or Marketing
- MSc in International Hospitality Finance (1 year)
- Online MBA in International Hospitality and Service Industries Management (approx. 2.5 years depending on student's availability)



London, U.K.

www.glion.edu

After 50 years of hospitality excellence in Switzerland, Glion Institute of Higher Education is expanding to London in 2013. Glion London is a brand new, state-of-the-art facility and the first Swiss hospitality institute located in a British university setting. In London, Glion students can enjoy an enhanced international education experience.

UNDERGRADUATE PROGRAMS

- BBA in Hospitality Management (3.5 years)

POSTGRADUATE PROGRAMS

- Postgraduate Diploma in Hospitality Administration (1.5 years)



Bluche, Switzerland
www.lesroches.edu

Founded in 1954 as an international school and in 1979 as a hotel school, Les Roches prepares international students for a hospitality management career in the service industry and offers transfer options during studies to and from other Les Roches Institutions and campuses.

UNDERGRADUATE PROGRAMS

- BBA in International Hotel Management with specializations in Entrepreneurship, Finance, Marketing, Innovation and Sustainability, Culinary Business Management, Event Management, and Spa and Health Management (3.5 years)
- BBA in Global Hospitality Management (3.5 years)

POSTGRADUATE PROGRAMS

- Postgraduate Diploma in Hospitality Administration (1.5 years)
- Postgraduate Higher Diploma in Hospitality Management (2 years)

MASTER PROGRAMS

- MBA in Hospitality with pathways in Finance or Marketing (1 year)
- MSc in Hospitality Leadership (1 year)

Marbella, Spain
www.lesroches.es

Founded in 1995, Les Roches Marbella offers a truly unique learning experience based on the tradition of Swiss hospitality. It offers the same quality hospitality management programs as in Les Roches in Switzerland, and a strong link with the hospitality and golf industries.

UNDERGRADUATE PROGRAMS

- BBA in Hospitality (3.5 years) with specializations in:
 - Resorts Management
 - Events Management
 - Entrepreneurship & SME Management
 - Strategic Human Resources Management

POSTGRADUATE PROGRAMS

- Postgraduate Diploma (1 year) in:
 - Hospitality Management

Shanghai, China
www.lrjj.cn

Founded in 2004, LRJJ is a joint-venture between two leaders in their field - Les Roches International School of Hotel Management, and Jin Jiang International Hotels, the largest hotel management company and hotel chain in China. It offers programs to international students that prepare them to complete their degree in Europe, Australia or the USA.

UNDERGRADUATE PROGRAMS

- LRJJ Diploma in International Hotel Management (2.5 years)
- LRJJ Certificate in International Hotel Administration (1.5 years)
- Hospitality Preparatory Program (9 weeks per level)

POSTGRADUATE PROGRAMS

- LRJJ Postgraduate Diploma in International Hotel Management (1.5 years)
- LRJJ Postgraduate Certificate in International Hotel Administration (1 year)

Leura & Sydney, Australia
www.bluemountains.edu.au

Ever since the school was founded in 1991, Blue Mountains has delivered its unique approach to hospitality and tourism management education to more than 3,000 graduates with the majority moving into senior management roles within six years of graduation.

UNDERGRADUATE PROGRAMS

- Bachelor of Business (2.5 years)
Two specializations are available for the above programs:
 - International Hotel & Resort Management and
 - International Event Management

POSTGRADUATE PROGRAMS

- Postgraduate Diploma in Global Business Management (1 year)
- Postgraduate Certificate in Global Business Management (0.5 years)
- Postgraduate Certificate in International Hotel Management (0.5 years)

MASTER PROGRAMS

- Master of International Hotel Management (1.3- 2 years)
- Master of Global Business Management (2 years)



Chicago, USA

www.kendall.edu

For more than 75 years, Kendall College has been offering engaging, specialized fields of study including business, culinary arts, education and hospitality management. Students also have the unique opportunity to study abroad in Europe, Australia or Asia.

UNDERGRADUATE PROGRAMS

- Bachelor of Arts *(3-4 years)* in:
 - Culinary Arts
 - Hospitality Management*
- * (Concentrations available in Asset Management; Beverage Management; Hotel/Lodging Management; Meeting, Incentive, Convention and Exhibition (MICE); Restaurant/Food and Beverage Management; Sports Management; and Sustainable Management in Hospitality and Tourism)
- Associate of Applied Science *(2 years)* in:
 - Culinary Arts
- Accelerated Associate of Applied Science in Culinary Arts *(1-2 years)*
- Associate of Applied Science in Baking and Pastry *(2 years)*

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