

A comfortable room, good food, and a helpful hotel staff can make being away from home an enjoyable experience for both vacationing families and business travelers. **Hotel Managers** and **Assistant Managers** help their guests have a pleasant stay by providing many of the comforts of home, including cable television, fitness equipment, and voice mail. Additionally, some hotels have health spas and other specialized services that the hotel manager and assistant help keep running smoothly. For business travelers, hotel managers often schedule available meeting rooms and electronic equipment, including data projectors and fax machines. There are numerous types of managers including general, front office, convention services and assistant managers.

The **General Manager**, for example, has overall responsibility for the operation of the hotel. Within guidelines established by the owners of the hotel or executives of the hotel chain, the general manager sets room rates, allocates funds to departments, approves expenditures, and establishes expected standards for guest service, decor, housekeeping, food quality, and banquet operations. **Resident Managers** live in hotels and are on call 24 hours a day to resolve problems or emergencies. **Executive Housekeepers** ensure that guest rooms, meeting and banquet rooms, and public areas are clean, orderly, and well maintained. **Front Office Managers** coordinate reservations and room assignments, as well as train and direct the hotel's front desk staff. **Convention Services Managers** coordinate the activities of large hotels' various departments for meetings, conventions, and special events.

Hotel, motel, and resort **Desk Clerks** perform a variety of services for guests of hotels, motels, and other lodging establishments. Regardless of the type of accommodation, most desk clerks have similar responsibilities. Primarily, they register arriving guests, assign rooms, and check guests out at the end of their stay. They also keep records of room assignments and other registration information on computers. When guests check out, they prepare and explain the charges, as well as process payments. Front desk clerks are always in the public eye and, through their attitude and behavior, greatly influence the public's impressions of the establishment.

Salary Information:

- Hotel, Motel, Resort Desk Clerk/Manager
\$20,630 Median Average Salary Range (U.S. Bureau of Labor Statistics, 2008)
- **Hotel, Motel, and Resort Desk Clerks for the Rochester New York area:**
\$18,900 Median Average Salary (career One Stop, 2008)
[*Salary varies based on education/advanced degree, work-experience & setting/location]

Additional Information:

- Hotel and Lodging Management Career Overview:
<http://www.careeroverview.com/hotel-lodging-management-careers.html>

