

POTENTIAL EARNINGS

MEDIAN ANNUAL WAGE
\$49,720

TOP 10%
\$94,330

LODGING & RESORT OPERATIONS

THIS IS HOSPITALITY

OMNI MOUNT WASHINGTON RESORT
BRETTON WOODS, NH

OVERVIEW

From working in a small boutique hotel to a grand lodge or resort, lodging and resorts managers will be able to influence the guest experience in a variety of ways. Managers ensure company standards are met, the property is run efficiently, the financials are in order, and staff is hired.

CAREER OUTLOOK

The continued growth of travel and tourism has the demand for managers trending upwards. The projected growth for lodging and resort managers is eight percent from 2014 to 2024. Advancement within the industry exists on several levels up to general manager or managing director.

CHOOSE YOUR PATH



**FRONT OFFICE OPERATIONS | GUEST SERVICES | REVENUE MANAGEMENT | CONVENTION SERVICES
HOUSEKEEPING | EMPLOYEE RELATIONS | GENERAL MANAGER**



WHY HOSPITALITY?

The hospitality industry is constantly on the move. Jam to music in the kitchen during downtimes or grab a bite to eat with your team members after a night of serving guests.

A flexible schedule allows you time to pursue other interests like furthering your education, spending time with your family, or enjoying your hobbies.

Build strong relationships with your co-workers while working in an industry known for promoting from within. Hospitality is an "earn while you learn" environment. The industry are your mentors and teachers as you develop your passion and skills to build career pathways and find your best fit.

SKILLS YOU NEED

BUSINESS

- Address budget matters and coordinate and supervise workers.
- Strong organizational skills are needed to keep track of a myriad of schedules, budgets, and staffing.
- Set room rates and budgets, approve expenditures, and allocate funds to various departments.
- Interview, hire, train, and monitor staff performance.

COMMUNICATION & CUSTOMER SERVICE

- Address and resolve the concerns of customers and build customer loyalty.
- Effectively communicate and find positive outcomes in even the most stressful circumstances.
- Ensure the prompt and efficient delivery of quality products and services to customers as well as the effective recovery from any service related issues that may arise.



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Explore NH Careers is the one-stop spot for the hospitality industry and all it has to offer in the Granite State. Visit www.explorenhcareers.com to choose YOUR path.