



SAMPLE LODGING INDUSTRY CAREER LADDERS

ACCOUNTING & FINANCIAL MANAGEMENT

- ¹Accounting Assistant
- ²Accounting Manager
- ²Assistant Controller
- ³Hotel Controller

ROOMS DIVISION

- ¹Bell Staff
- ¹Reservations Agent
- ¹Hotel Front Desk Agent
- ²Concierge
- ²Housekeeping Supervisor
- ²Front Desk Supervisor
- ³Guest Services Manager
- ³Front Office Manager
- ⁴Rooms Division Manager
- ⁴Hotel Operations Manager

“My classes at the University of New Orleans’ HRT Program along with required work experience and internships gave me valuable information that has advanced my career in the hotel industry.”

*Patrick Dettwiller
General Manager, Drury Inn & Suites, New Orleans*

SALES & MARKETING

- ¹Sales Assistant
- ¹Marketing Research Assistant
- ²Sales Coordinator
- ²Group Sales Manager
- ³Senior Sales Manager
- ⁴Director of Sales and Marketing

CONVENTION & MEETING SERVICES

- ¹Conference Coordinator
- ¹Covention and Meeting Services Coordinator
- ³Convention and Meeting Services Manager
- ⁴Director of Convention and Meeting Services

INFORMATION TECHNOLOGY

- ²Systems Analyst
- ³Manager of Information Technology

HUMAN RESOURCES

- ¹Human Resources Assistant
- ²Human Resources Manager
- ²Training Manager
- ⁴Director of Human Resources

FOOD & BEVERAGE SERVICE

- ¹Food and Beverage Server
- ¹Bartender
- ²Food and Beverage Supervisor
- ²Food and Beverage Manager
- ³Banquet Manager
- ⁴Director of Food and Beverage

FOOD & BEVERAGE PRODUCTION

- ¹Cook
- ²Kitchen Supervisor
- ³Kitchen Manager
- ³Sous Chef
- ⁴Executive Chef

CONTACT US

Greater New Orleans Hotel and Lodging Association 614 Canal Street, Suite 100
New Orleans, LA 70130 Telephone:
(504) 525-2264

Website: www.gnohla.com

¹Entry Level

²Supervisor

³Management

⁴Senior Management