

hospitality careers

a world of possibilities





American Hotel & Lodging Association

Serving the hospitality industry for more than a century, the American Hotel & Lodging Association (AH&LA) is the sole national association representing all segments of the 1.8 million-employee U.S. lodging industry, including hotel owners, REITs, chains, franchisees, management companies, independent properties, state hotel associations, and industry suppliers.

Headquartered in Washington, DC, AH&LA provides active advocacy, clear communications, and educational empowerment for this vital industry.

- Managing over 4.9 million rooms
- Employing more than 1.8 million
- Welcoming 4.7 million guests every day
- Generating \$1.3 trillion in travel revenue
- Creating \$155.5 billion in lodging sales revenue
- Raising \$129 billion in business travel tax revenue annually



American Hotel & Lodging Educational Institute

Established in 1953, the American Hotel & Lodging Educational Institute (AHLEI) is committed to investing in the workforce development of the hospitality industry. For more than 65 years, we have provided hospitality education and training solutions to those preparing for hospitality careers and those already working in the industry.

Because we work closely with both hospitality educators and hotel industry professionals, we have a clear vision of what the industry needs and how to prepare people to succeed in this vibrant field. Direct industry input goes into the development of every one of our products, ensuring that the knowledge you gain is up-to-date, practical, and accurate.

Leading hotel brands, management companies, hospitality schools, convention bureaus, and associations around the world turn to AHLEI for hospitality education and training resources and professional certification. More than 2,000 universities, colleges, vocational technical schools, high schools and workforce agencies worldwide use AHLEI courses, textbooks, and supplemental programs in their classrooms.

Many of our training programs prepare learners to earn portable, stackable, industry-recognized certifications that provide participants with tangible recognition for their skills and knowledge.

OPPORTUNITIES ARE ENDLESS

A bustling convention hotel in a big city, a timeshare resort on a sunny beach, a cozy ski lodge, a limited-service property on a busy interstate, a quaint bed-and-breakfast, a fun-filled cruise ship, even an elegant private club—these are just some of the many destinations in the world of hospitality.

Whatever your interests and whatever your goals, the hospitality industry has a destination and a career to fit your plans. For instance:



- ➔ Do you like interacting with people? Are you detail oriented? Are you good on the phone? You might enjoy working in a hotel's front office, where you'll impress guests with your ability to provide great service.
- ➔ Are you persuasive? Do you like to find out what others want and then find a way to make it happen? You might find a career in sales and marketing, letting people know how terrific your property is and bringing in new business.
- ➔ Are you creative in the kitchen? Does everyone turn to you to plan the perfect party? Do you know how to turn ordinary ingredients into a special dish? Maybe a career in food and beverage is down the road for you.
- ➔ Do you like working with numbers? Are you organized? Do you make careful decisions and manage money well? You might be happiest working in hospitality accounting, where you'll keep track of revenue and keep the property within its budget.

The hotel industry offers good, high-paying jobs with benefits and a fast track to senior positions

- 80% of minimum wage workers are eligible for promotion in less than a year and 100% are eligible in less than two years.
- On average, non-tipped, eligible employees who start at minimum wage will earn more than minimum wage within 9-12 months of hire
- More than half (60%) of respondents said that 50% or more of their managers began their careers in an entry-level position.
- 40% of respondents said that half or more of their corporate executives began their hotel careers in hourly, entry-level positions.

Source: National Survey of Hotel Wages & Benefits, September 2014

TYPICAL HOSPITALITY CAREER LADDER

CLIMB THE LADDER TO SUCCESS

A career in hospitality offers you an exciting professional future that allows you to put your goals, interests, and abilities to good use in a field with limitless potential.



Information based on 2018 Full-Service data provided by WageWatch, Inc. | 888 330 9243
Please note that the salaries reflected for the lodging industry are the median average rate and each position has the potential to earn a higher salary.

THE FACES OF HOSPITALITY

George Sous
Director of Housekeeping
Conrad Chicago

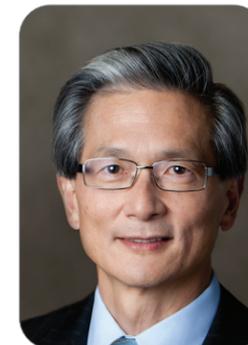


George Sous came to the United States from Jordan, where he had earned a bachelor's degree in marketing. Settling with his family in Chicago, Illinois, he enrolled in Harold Washington College to pursue a degree in hospitality management. As a student, he earned various certifications from both the American Hotel & Lodging Educational Institute (AHLEI) and the National Restaurant Association. He also earned scholarships from the Illinois Hotel & Lodging Association (IHLA).

After completing a rooms internship at the Palmer House Hilton, George enrolled in the Hilton Management Training Program, where he cross-trained in five departments. He was then offered a position as a housekeeping manager at the Palmer House. After a year, he became front office manager at the Hilton Chicago, with promotions to rooms manager, and then assistant director of housekeeping. He is now Director of Housekeeping at the Conrad Chicago.

While working full time, George also completed his MBA in Hospitality Management at Roosevelt University. He has also served as a member of the Roosevelt University Hospitality Association executive board and the IHLE Under 30 Gateway.

David Kong
President & CEO
Best Western International



David Kong is the head of a major international hospitality company, but he got his start in the industry the same way that many upper-level hospitality executives did—as a busboy and dishwasher. Early in his career, he also worked as a housekeeper, a waiter, and a front desk representative. "I have done all those jobs and it helped me understand that those positions are really important; they are the backbone of the company," he said.

Ashli Johnson
Assistant Dean
University of Houston



Ashli Johnson, CHT, CGSP, grew up in a military family and was already a world traveler by the time she got to college. She majored in hospitality, resort & spa management at the University of West Florida and began her hospitality career as a corporate management trainee with Lowes Hotels. She held positions in front office management and guest services at the Doubletree Hotel in Tallahassee, Florida; human resources management for the Hyatt Regency Washington on Capitol Hill; and training and development-human resources at the Fontainebleau Miami Beach. She holds a master's degree in hospitality and tourism management from Florida International University. Since 2010, Ashli has served as a consultant with Urbane Hospitality Group, where she designs and facilitates hospitality and service-focused training curriculum. She is currently assistant dean for the University of Houston's San Antonio campus of the Conrad N. Hilton College of Hotel & Restaurant Management.

Her advice for young hospitality professionals is this: "Be mentored, be a mentor. Make time for people, because building relationships will build your career."

David earned a bachelor's degree in business administration and worked in managerial roles with several top hotel brands, including Hyatt, Omni International, Regent International, and Hilton. He came to Best Western from KPMG Consulting's hospitality and real estate practice. Best Western International has more than 4,200 properties in 110 countries.

He is a past chairman of the American Hotel & Lodging Association (AH&LA) and has been honored by many organizations, including the Hospitality Sales and Marketing Association International (HSMAI) and Travel Weekly.

Explore your career choices

Housekeeping

If you take pride in making everything "just so" and want to play a key role in providing a hotel's main product—a spotless guestroom—housekeeping may be for you. You'll also help guests feel comfortable and safe in their rooms.



Human Resources

As the name indicates, being good with "humans" is critical. You'll recruit, select, and train the best job applicants, administer benefits programs, and handle other personnel matters. Hospitality labor shortages and the need to hire qualified people have put this department in the spotlight.

Front Office

Are you a "people-person"? Do you like computers? Are you good on the phone? You could use those skills to check in guests, accept payments on accounts, exchange messages, and impress guests with the hotel's ability to provide great service. If you like the idea of being at the heart of a hotel's action, the front office is for you.



Guest Service

Do you like making good first impressions? Being on the go? Making people feel welcome? You were made for this department! You could do anything from driving the hotel's van to handling luggage or amazing guests by getting them tickets to a sold-out show.



Food & Beverage

Are you creative? Do you pay attention to even the smallest details? In the kitchen or the dining room, those abilities could be your key to a career in food and beverage preparation or service.

Friendliness, cleanliness, and pride in your work are also essential.



Property Management

You're in charge! As general manager, you directly or indirectly supervise every hotel employee and make sure the hotel is performing the way its owners want it to. You'll work with every department to make sure the entire hotel runs like clockwork and guests feel welcome.



Marketing & Sales

Being a good listener and communicator is crucial for marketing and sales. You'll find out what services guests want, suggest ways your hotel can provide those services, and let the world know how great those services are. Your hotel's business growth can depend on you.



Accounting & Financial Management

If people call you "organized" and comment on your ability with numbers, you might be a natural for this area. You'll guide management decisions, make important financial recommendations, and keep track of the dollars.



Security

Detail-oriented. A problem-solver. Cool in a crisis. If those words describe you, there could be a career in security waiting for you. You'll balance guest relations with safety and security concerns and have key input in your hotel's emergency procedures.

A lodging property is like a mini-community with opportunities for everyone. Your interests, skills, and personality traits will help you choose which department suits you.



LODGING INDUSTRY POSITIONS PROPERTY AND CORPORATE

What can you do when you decide on a career in hospitality? Here are 218 possible jobs for you. Just pick an area that interests you and build a career ladder in your field. The opportunities are endless.

Accounting and Financial Management

- Accounting Supervisor
- Accounts Payable Clerk
- Accounts Payable Supervisor
- Accounts Receivable Clerk
- Accounts Receivable Supervisor
- Assistant Controller
- Corporate Controller
- Credit Manager
- Director of Finance & Administration
- Director, Purchasing Department
- Hotel Controller
- Night Auditor
- Payroll Accountant
- Payroll Assistant
- Payroll Supervisor
- Payroll Clerk
- Purchasing Manager
- Vice President/Chief Financial Officer

Rooms Division/Facilities

- Assistant Houseperson
- Assistant Parking Facilities Manager
- Assistant Reservations Manager
- Automobile Valet
- Bell Captain
- Bell Staff
- Cashier
- Chauffeur
- Concierge
- Customer Service Representative
- Electrician
- Elevator Operator
- Engineering Supervisor
- Executive Housekeeper
- Front Office Cashier
- Front Office Manager

- Groundskeeper
- Guest Service Manager
- Hotel Assistant Housekeeping Director
- Hotel Front Desk Agent
- Hotel Front Office Manager
- Hotel General Cashier
- Hotel Reservations Operator
- Hotel Switchboard Operator
- Inspector
- Landscapers
- Laundry Attendant
- Laundry Manager
- Linen and Uniform Attendant
- Linen Distribution Attendant
- Linen Room Supervisor
- Lobby Attendant
- Mail Information Clerk
- Night Clerks
- Night Manager
- Night Supervisor
- Package Room Personnel
- Parking Facilities Attendant
- Parking Facilities Manager
- Receptionist
- Reservations Clerk
- Reservations Manager
- Room Attendant
- Rooms Division Manager
- Seamstress
- Security Director
- Security Guard
- Security Technician
- Security/Loss Prevention Manager
- Supply Clerks
- Storeroom Person
- Translator
- Valet Parking Attendant
- Vice President of Operations

Sales and Marketing

- Assistant Vice President of Sales & Marketing
- Catering Sales Representative
- Clerical Staff
- Communications Manager
- Conference Coordinator
- Convention Services Manager
- Convention Services Coordinator
- Director of Communications
- Director of Convention Sales
- Director of Public Relations
- Director of Sales and Marketing
- Editor
- Graphics Manager
- Group Sales Manager
- Group Sales Representative
- Market Researcher
- Meeting/Conference Planner
- National Sales Manager
- Promotion/Public Relations Specialist
- Regional Director of Sales and Marketing
- Research/Statistical Manager
- Sales Manager
- Vice President Sales & Marketing

Information Technology

- Manager, Information Technology
- Programmer/Analyst
- System Programmer
- Systems Analyst

LODGING INDUSTRY POSITIONS PROPERTY AND CORPORATE

Leadership

- Assistant General Manager
- Association Manager
- Division President
- Innkeeper Manager, Bed & Breakfast
- Hotel General Manager
- Owner/Operator
- President/CEO
- Vice President of Administration
- Vice President of Business Development
- Vice President of Franchising
- Vice President of Hotel Development

Human Resources

- Manager, Equal Employment Opportunity
- Personnel Assistant
- Personnel/Human Resources Manager
- Personnel Specialist
- Quality Assurance Manager
- Training Manager
- Vice President of Human Resources

Recreation

- Assistant Golf Professional
- Assistant Tennis Professional
- Caddie
- Entertainer
- Golf Professional
- Golf Shop Salesperson
- Lifeguard
- Recreation Specialist
- Ski Instructor
- Social Activities Manager
- Spa Director
- Swimming Instructor
- Swimming Pool Manager
- Tennis Professional
- Tour Escort

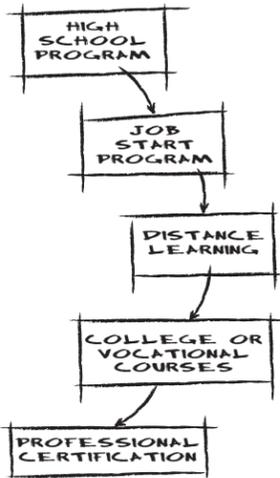
Food and Beverage

- Assistant Baker
- Assistant Banquet Chef
- Assistant Banquet Manager
- Assistant Beverage Director
- Assistant Broiler/Grill Cook
- Assistant Executive Steward
- Assistant Food/Beverage Director
- Assistant Fry Cook
- Assistant Pantry Person
- Assistant Pastry Chef
- Assistant Restaurant Manager
- Assistant Service Cook
- Assistant Soup/Vegetable Cook
- Baker
- Banquet Assistant Cook
- Banquet Bartender
- Banquet Beverage Server
- Banquet Beverage Runner
- Banquet Busperson
- Banquet Captain
- Banquet Chef
- Banquet Cook
- Banquet Houseperson
- Banquet Runner
- Banquet Server
- Banquet Steward
- Bartenders
- Beverage Manager
- Beverage Runner
- Broiler Cook
- Busperson
- Cashier
- Catering Director
- Catering Manager
- Counter Person
- Counter Server
- Counter Supervisor
- Dietary Aide
- Dietitian
- Dining Manager
- Dining Room Manager
- Director of Dietary Department
- Dishwasher
- Executive Chef

- Executive Steward
- Food & Beverage Controller
- Food & Beverage Director
- Fry/Sauté Cook
- Head Broiler/Grill Cook
- Head Cashier
- Head Dishwasher
- Head Fry Cook
- Head Houseperson, Banquets
- Head Pantry Person
- Head Room Service Cook
- Head Soup/Vegetable Cook
- Head Steward
- Hotel Food & Beverage Controller
- Kitchen Attendant
- Kitchen Manager
- Kitchen Supervisor
- Lounge/Bar Manager
- Maitre d'
- Night Steward
- Pantry Cook
- Pantry Preparation Person
- Pastry Chef
- Pastry Cook
- Receiving Clerk
- Restaurant Manager
- Room Service Attendant
- Room Service Busperson
- Room Service Manager
- Service Bartender
- Serving Line Attendant
- Sommelier
- Soup and Sauce Cook
- Sous Chef
- Steward
- Steward's Runner
- Vice President of Food & Beverage
- Waiter/Waitress

GETTING STARTED IS EASY!

You can start your hospitality career today regardless of your education level. If you want to move ahead, you'll find hospitality education opportunities come in all shapes and sizes. One is sure to be right for you!



- Enter a high school program such as the American Hotel & Lodging Educational Institute's Hospitality and Tourism Management Program (HTMP).
- Prepare for an entry-level hospitality position through a job training program using the START (Skills, Tasks, and Results Training) for Individual Positions modules.
- Earn an industry recognized credential such as the new Hospitality and Tourism Specialist
- Take hospitality-specific secondary or college-level courses.
- Earn professional certification, even at entry level. These portable, stackable, industry-recognized credentials can open doors to employment and advancement.

More than 2,000 vocational schools, community colleges, and universities in the United States and globally offer courses in hospitality management.

WHY CHOOSE HOSPITALITY AS A CAREER?

- Enjoy job security
- Meet interesting people from different cultures and backgrounds
- Enjoy the satisfaction of helping others
- Be part of a team
- Live a new adventure every day
- Have fun while you learn
- Enjoy flexible scheduling
- Feel in command
- Be creative
- Explore a variety of career options
- Enjoy lots of growth potential

MANAGERIAL LEVEL:

Promotion is based on training, experience, and individual initiative. Many executive, managerial, and supervisory positions are offered to people with college degrees, but opportunities will always be available for those who have worked their way up. Often, division-head jobs are filled by employees who excelled in skilled-level positions.

Examples include: front office manager, executive housekeeper, controller, executive chef, purchasing director, sales manager, and chief engineer.

SKILLED LEVEL:

A variety of educational/skill backgrounds. Many employees have moved up from entry-level jobs. Others have learned a skilled trade in another industry. Some are graduates of technical schools and junior colleges that offer hotel training, and still others come from business schools or specialized high school training courses.

Examples include: front desk agent, housekeeping supervisor, baker, electrician, sales representative, and accountant.

ENTRY LEVEL:

A high school education or less and no experience. Every department has one or more entry-level jobs (many hotel managers and executives began at this level). The skills you learn can help you move up to new challenges.

Examples include: bellperson, housekeeper, kitchen assistant, marketing clerk, and busperson.

WHAT ABOUT SALARY AND BENEFITS?

Salaries depend on your skills and the level where you begin within a hotel or restaurant. Many hospitality operations offer a full range of benefits including:

- Health insurance
- Personal time
- Retirement benefits
- Paid time off benefits
- Discounts on accommodations and food
- Incentive programs and bonuses

BILLIONS OF DOLLARS AND MILLIONS OF JOBS

- The travel and tourism industry directly employs more than 7.9 million individuals in the United States.
- In the United States, lodging is a Top 10 industry in 48 out of 50 states, plus the District of Columbia. The hospitality sector is expected to add between 2.1 million and 3.3 million jobs by 2021.
- For many young, seasonal employees, a job in hospitality offers the first meaningful employment experience with a competitive income.
- Many personal stories exist of executives climbing the corporate ladder of success from entry-level positions.
- Start your hospitality career and in as little as two years you could be a department manager and in another seven years be a general manager. Just nine years to reach the top!

WHAT DOES THE FUTURE HOLD FOR PEOPLE JUST STARTING HOSPITALITY CAREERS?

The hospitality industry continues to grow both nationally and internationally, and with it, the need for qualified employees at all levels.

The hospitality industry has been adding jobs at a faster rate than the rest of the economy, and is expected to continue its growth as companies build new properties and seek employees to staff them. Jobs are waiting for the right people with the skills and knowledge to lead effectively.

The hospitality industry is committed to developing its employees through training and professional certification. Employers are looking for people they can train to grow with the company.



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