

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 1.9 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 1.9 million
- Welcoming 4.8 million guests every day
- Generating \$1.3 trillion in travel revenue
- Creating \$176 billion in lodging sales revenue
- Raising \$141.5 billion in business travel tax revenue annually



## American Hotel & Lodging Educational Institute

Established in 1953, the American Hotel & Lodging Educational Institute (AHLEI), a non-profit organization, is committed to investing in the workforce development of the hospitality industry. For over 60 years, we have provided hospitality education and training solutions to those preparing for hospitality careers and those already working in the industry.

Because we are the training and education arm of the *American Hotel & Lodging Association*, 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 government agencies worldwide use AHLEI courses, textbooks, and supplemental media assets in their classroom.

As the certifying body for hospitality, several of our training programs feature **portable, stackable, industry-recognized certifications** that provide participants with tangible recognition for their skills and knowledge.

# HOSPITALITY

## 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 lodging.

Whatever your interests and whatever your goals, the lodging 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 2016 Full-Service data provided by WageWatch, Inc. 1 888 330 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.

# HOSPITALITY

## THE FACES OF HOSPITALITY

### **George Sous** **Assistant Director of** **Housekeeping** **Hilton Chicago**

George Sous came to the United States from Jordan, where he had earned a bachelor's degree in marketing. Setting 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, including catering, sales, events, food and beverage, and accounting and finance. He was then offered a full-time position as a housekeeping manager at the Palmer House. After a year in that position, he became front office manager at the Hilton Chicago, then advanced to rooms manager, and is now assistant director of housekeeping at the Hilton 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 IHLA 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



### **Ashli Johnson** **Hospitality Consultant** **Urbane Hospitality Group**

Ashli Johnson, CHT, 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. Before turning to consulting, 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 also 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 in Washington, D.C., where she designs and facilitates hospitality and service-focused training curriculum, with focus on personal branding, customer service delivery, and talent acquisition. She is a sought-after speaker at industry conferences and post-secondary hospitality management programs.

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

those positions are really important; they are the backbone of the company," he said.

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 (HSMIAI) 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 good 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

Are you...  
the s...



## 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.

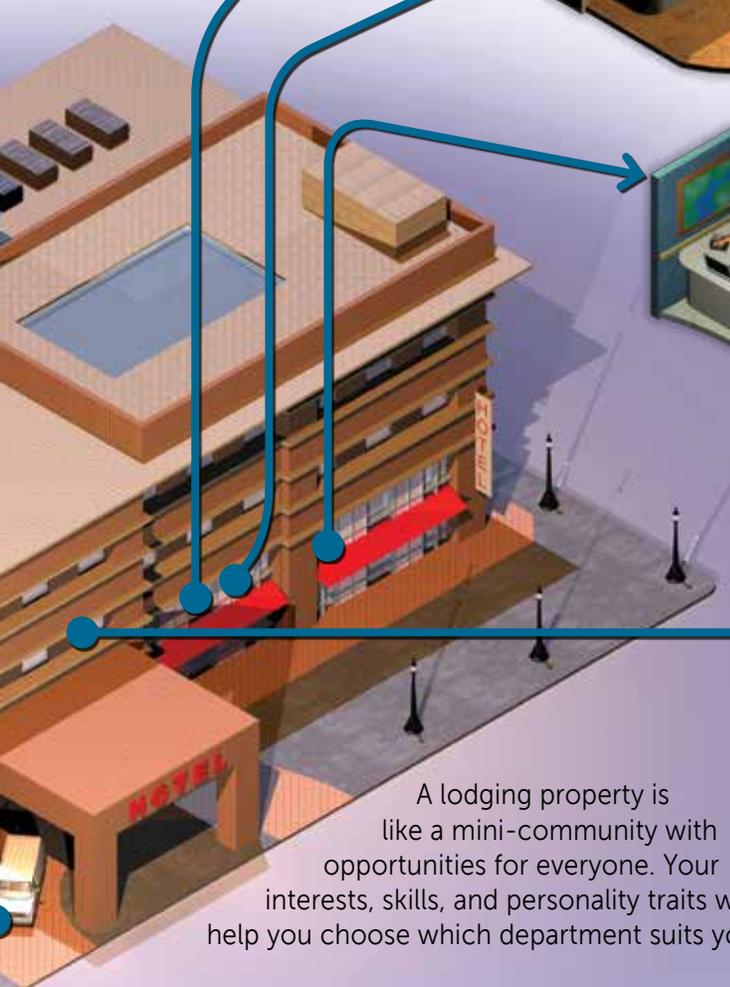


## Security

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

# HOSPITALITY

## 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

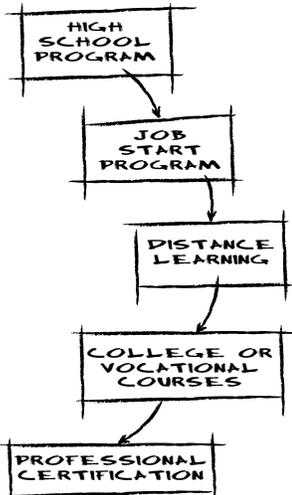
### Food and Beverage

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) curriculum.
- Learn on your own through distance learning courses offered by the American Hotel & Lodging Educational Institute.
- Take hospitality-specific vocational or college-level courses.
- Earn professional certification from the Educational Institute, 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. To find a detailed listing of schools offering hospitality programs, visit [www.ahlei.org/partners](http://www.ahlei.org/partners).

## 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:

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.

# HOSPITALITY

## 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 9 percent 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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