

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...



& Beverage

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.

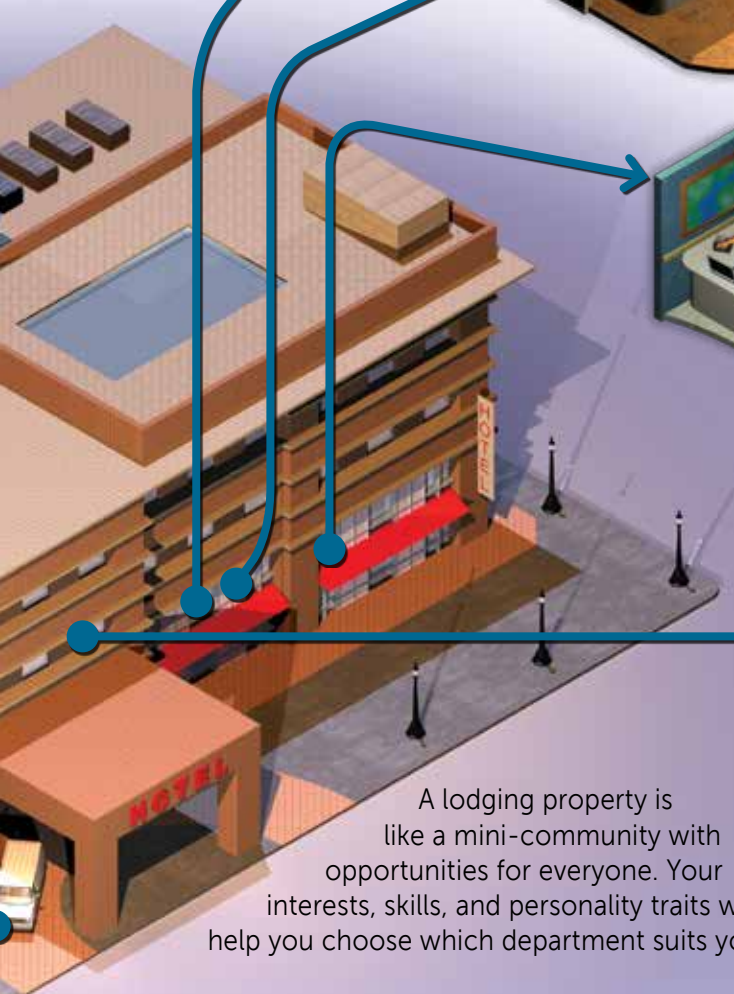


Security

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

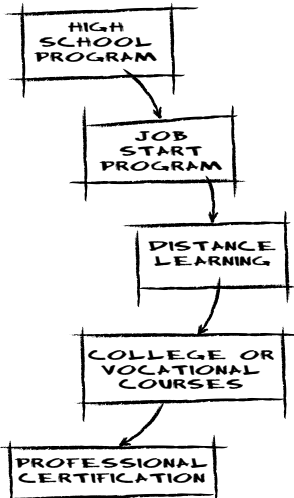
Food and Beverage

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.

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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