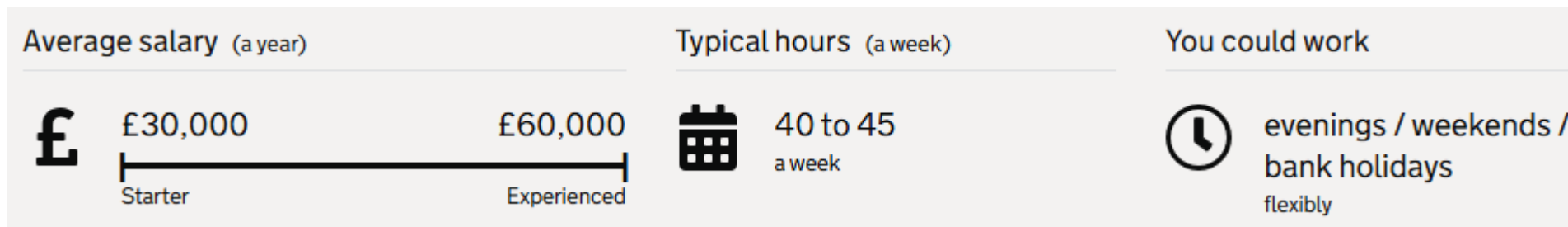


Hotel Manager

Hotel managers are responsible for running operations like guest services, housekeeping, bar and restaurant facilities, and conferencing and events.



Skills and knowledge

Different routes to get this job

(check the website for entry requirements)

- customer service skills
- the ability to motivate and manage staff
- to be thorough and pay attention to detail
- to be flexible and open to change
- the ability to use your initiative
- patience and the ability to remain calm in stressful situations
- excellent verbal communication skills
- business management skills
- to be able to use a computer and the main software packages confidently

- a university course
- an apprenticeship
- working towards this role

Day-to-day tasks

- provide leadership for hotel staff teams
- promote the hotel and its facilities to bring in new business
- plan rotas and organise cleaning and catering services
- manage budgets, set sales targets and forecast income
- make sure the hotel meets licensing and health and safety laws
- oversee fire safety, building security and site maintenance
- manage corporate bookings and events
- recruit, train and organise staff
- meet and greet customers and deal with complaints