

Career Profile: Hospitality Manager

A hospitality manager is responsible for ensuring that all operations run smoothly within a hospitality facility. Ultimately, the goal of the hospitality manager is to make sure guests are comfortable and happy with their stay. The manager must make sure the rooms are kept clean and comfortable, that the food is enjoyable, that the staff is helpful and accommodating, and that the booking process operates well.

Although hospitality managers are most commonly associated with lodges, hotels and motels, some also work in guest houses and youth hostels. The exact duties of a hospitality manager may vary. At larger facilities there may be several hospitality managers, each managing a specific department such as front of house, or food and beverages, whereas in a smaller facility one hospitality manager may oversee all aspects of running it.

Examples of some typical activities are:

- Create and maintain a guest friendly and responsive culture in the facility
- Coordinate the functioning of all areas:
 - Reception
 - Housekeeping
 - Room service
 - Restaurant
 - Buildings and ground maintenance
- Be informed about places of interest in the area for visitors and make available helpful information for guests
- Create a network of contacts with other hospitality facilities and transport operators
- Monitor the service provided by conversing with guests to ensure they are comfortable and satisfied
- Identify the training needs of staff and organise suitable training
- Control and order stock
- Deal with suppliers
- Control accounting and finances
- Keep abreast of developments in the hospitality and tourism industry in South Africa
- Participate in relevant conferences and national training events

Education Requirements

National Senior Certificate (NSC)

For a career in hospitality management students are advised to select English and to add to this a selection from the *designated* subjects. These are subjects that are particularly suitable for tertiary study.

Bachelor Degree

Bachelor of Commerce or Bachelor of Consumer Science in Hospitality Management (both 3 years)

A three year degree programme that focuses on developing knowledge and skills for entry into careers in the field of hospitality.

Offered at:

- [University of Pretoria](#)¹ (Department of Tourism Management - BCom with specialisation in Tourism Management)
- [University of South Africa](#)² (UNISA) (College of Agriculture and Environmental Sciences - B Consumer Science in Hospitality management)

National Diploma / BTech

National Diploma Hospitality management (3 years) Bachelor of Technology Hospitality Management (1 year or 2 years part time)

These programmes focus on developing knowledge and skills for entry into careers in the field of hospitality.

Offered at:

- [Tshwane University of Technology](#)³ (Department of Hospitality Management - NDip Hospitality Management and BTech Hospitality Management)
- [University of Johannesburg](#)⁴ (School for Tourism and Hospitality Management - [NDip Hospitality Management](#)⁵ and [BTech Hospitality Management](#))⁶
- [Vaal University of Technology](#)⁷ (Faculty of Human Sciences - Hospitality Management)

Possible Employers

- Lodges, game ranches and hotels
- Guest houses
- Private catering services
- Industrial catering services
- In house catering services in large companies and educational institutions
- Restaurants

¹ <http://web.up.ac.za/default.asp?ipkCategoryID=1009>

² http://brochure.unisa.ac.za/brochure/showprev.aspx?d=1_5_3&f=p_0331XHOS

³ <http://www.tut.ac.za/Students/facultiesdepartments/managementsciences/departments/hospitality/Pages/default.aspx>

⁴ <http://www.uj.ac.za/sth/Coursesandprogrammes/HospitalityManagement/NationalDiploma/tabid/16893/Default.aspx>

⁵ <http://www.uj.ac.za/sth/Coursesandprogrammes/HospitalityManagement/NationalDiploma/tabid/16893/Default.aspx>

⁶ <http://www.uj.ac.za/sth/Coursesandprogrammes/HospitalityManagement/DegreeBTech/tabid/16887/Default.aspx>

⁷ <http://www.vut.ac.za/new/hospit%20managm.pdf>

Find out more

Find out more about hospitality management:

- An interesting [magazine](#)⁸ to inform you about many aspects of the hospitality industry.
- The [Federated Hospitality Association of Southern Africa](#)⁹ carries up to date and relevant news items
- This is a brochure from [Stenden](#), a private hospitality education institution that offers a problem based learning approach to hospitality management.
- [Hospitalitynet.org](#)¹⁰ gives you an idea of what is happening internationally in the hospitality industry.

⁸ <http://www.hotelandrestaurant.co.za/about.htm>

⁹ <http://www.fedhasa.co.za/Pages/Default.asp>

¹⁰ <http://www.hospitalitynet.org/index.html>

Are you suited to this career?

This quick quiz can help you to identify whether you are suited for this career.

Quiz	YES	NO
Do you enjoy working with people?		
Are you thorough, always completing tasks?		
Are you helpful and enthusiastic?		
Are you good at solving problems?		
Do you pay attention to detail?		
Do you listen carefully to others?		
Are you a good organiser who can explain clearly what is required?		
Are you able to work with all kinds of people?		
Are you interested in the preparation of food and wine?		
Are you resourceful and able to deal with unexpected situations?		

If you have mainly yes answers it may be an indication that this is a career to consider.