# **Work Process Schedule**

|  |  |
| --- | --- |
| Hotel Manager | |
| **Job Description:** Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations. | |
| **RAPIDS Code:** 2032CB | **O\*NET Code:** 11-9081.00 |
| **Estimated Program Length:**  1 Year | |
| **Apprenticeship Type:**  Competency-Based  Time-Based  Hybrid | |

Suggested On-the-Job Learning Outline

|  |  |  |
| --- | --- | --- |
| Provide basic information to guests, visitors, or clients. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Answer inquiries pertaining to hotel policies and services, and resolve occupants' complaints. |  |  |
| B. Greet and register guests. |  |  |
| C. Arrange telephone answering services, deliver mail and packages, or answer questions regarding locations for eating and entertainment. |  |  |

|  |  |  |
| --- | --- | --- |
| Resolve customer complaints or problems. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Answer inquiries pertaining to hotel policies and services, and resolve occupants' complaints. |  |  |
| B. Coordinate front-office activities of hotels or motels, and resolve problems. |  |  |

|  |  |  |
| --- | --- | --- |
| Manage organizational or project budgets. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Participate in financial activities, such as the setting of room rates, the establishment of budgets, and the allocation of funds to departments. |  |  |

|  |  |  |
| --- | --- | --- |
| Confer with organizational members to accomplish work activities. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Confer and cooperate with other managers to ensure coordination of hotel activities. |  |  |

|  |  |  |
| --- | --- | --- |
| Monitor flow of cash or other resources. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Monitor the revenue activity of the hotel or facility. |  |  |

|  |  |  |
| --- | --- | --- |
| Monitor facilities or operational systems. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Manage and maintain temporary or permanent lodging facilities. |  |  |

|  |  |  |
| --- | --- | --- |
| Coordinate operational activities with external stakeholders. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Meet with clients to schedule and plan details of conventions, banquets, receptions and other functions. |  |  |

|  |  |  |
| --- | --- | --- |
| Conduct employee training programs. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Train staff members. |  |  |

|  |  |  |
| --- | --- | --- |
| Evaluate employee performance. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Observe and monitor staff performance to ensure efficient operations and adherence to facility's policies and procedures. |  |  |

|  |  |  |
| --- | --- | --- |
| Monitor activities of individuals to ensure safety or compliance with rules. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Observe and monitor staff performance to ensure efficient operations and adherence to facility's policies and procedures. |  |  |

|  |  |  |
| --- | --- | --- |
| Monitor performance of organizational members or partners. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Observe and monitor staff performance to ensure efficient operations and adherence to facility's policies and procedures. |  |  |

|  |  |  |
| --- | --- | --- |
| Direct administrative or support services. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Coordinate front-office activities of hotels or motels, and resolve problems. |  |  |

|  |  |  |
| --- | --- | --- |
| Inspect condition or functioning of facilities or equipment. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Inspect guest rooms, public areas, and grounds for cleanliness and appearance. |  |  |

|  |  |  |
| --- | --- | --- |
| Prepare staff schedules or work assignments. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Assign duties to workers, and schedule shifts. |  |  |

|  |  |  |
| --- | --- | --- |
| Collect payments for goods or services. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Receive and process advance registration payments, mail letters of confirmation, or return checks when registrations cannot be accepted. |  |  |
| B. Collect payments and record data pertaining to funds and expenditures. |  |  |

|  |  |  |
| --- | --- | --- |
| Hire personnel. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Interview and hire applicants. |  |  |

|  |  |  |
| --- | --- | --- |
| Interview employees, customers, or others to collect information. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Interview and hire applicants. |  |  |

|  |  |  |
| --- | --- | --- |
| Purchase materials, equipment, or other resources. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Purchase supplies, and arrange for outside services, such as deliveries, laundry, maintenance and repair, and trash collection. |  |  |
| B. Book tickets for guests for local tours and attractions. |  |  |

|  |  |  |
| --- | --- | --- |
| Schedule product or material transportation. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Purchase supplies, and arrange for outside services, such as deliveries, laundry, maintenance and repair, and trash collection. |  |  |

|  |  |  |
| --- | --- | --- |
| Maintain operational records. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Collect payments and record data pertaining to funds and expenditures. |  |  |

|  |  |  |
| --- | --- | --- |
| Develop operating strategies, plans, or procedures. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Develop and implement policies and procedures for the operation of a department or establishment. |  |  |

|  |  |  |
| --- | --- | --- |
| Develop organizational policies or programs. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Develop and implement policies and procedures for the operation of a department or establishment. |  |  |

|  |  |  |
| --- | --- | --- |
| Document organizational or operational procedures. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Prepare required paperwork pertaining to departmental functions. |  |  |

|  |  |  |
| --- | --- | --- |
| Implement organizational process or policy changes. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Develop and implement policies and procedures for the operation of a department or establishment. |  |  |

|  |  |  |
| --- | --- | --- |
| Promote products, services, or programs. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Perform marketing and public relations activities. |  |  |

|  |  |  |
| --- | --- | --- |
| Manage guest services. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Organize and coordinate the work of staff and convention personnel for meetings to be held at a particular facility. |  |  |

|  |  |  |
| --- | --- | --- |
| Perform manual service or maintenance tasks. | | |
| **Competencies** | **Date Completed** | **Initial** |
| A. Provide assistance to staff members by inspecting rooms, setting tables, or doing laundry. |  |  |

Suggested Related Instruction Outline

|  |  |
| --- | --- |
| Provider | |
| **Name:** | |
| **Address:** | |
| **Email:** | **Phone Number:** |
| **Suggested Related Instruction Hours:** X | |

|  |  |  |
| --- | --- | --- |
| **\*CIP Code** | **Course Title** | **Contact Hours** |
| 52.0999 | Hospitality Administration/Management, Other |  |
| 52.0901 | Hospitality Administration/Management, General |  |
| 52.0904 | Hotel/Motel Administration/Management |  |
| 52.0905 | Restaurant/Food Services Management |  |
| 52.0906 | Resort Management |  |
| 52.0909 | Hotel, Motel, and Restaurant Management |  |
| **Total** |  |  |

\*If related course number data are available, information displayed includes the Classification of Instructional Programs (CIP) code that best represents the field of study, course, or program. CIP provides a taxonomic scheme that supports the accurate tracking and reporting of educational programs. CIP is developed and maintained by the U.S. Department of Education.