

# Hotel Operations and Lodging Services Managers

Hotel operations and lodging services managers plan, organise and direct the operations of hotels, motels and similar establishments to provide guest accommodation and other services. Tasks include:

- directing and overseeing reservation, reception, room service and housekeeping activities
- supervising security arrangements and garden and property maintenance
- planning and supervising bar, restaurant, function and conference activities held in the hotel
- observing liquor, gaming and other laws and regulations
- assessing and reviewing customer satisfaction
- overseeing accounting and purchasing activities
- providing guests with local tourism information and arranging tours and transportation

**Learn more about the Technical Skills & Generic Skills for this occupation in the next few pages.**

## Technical Skills

Asset and Inventory Management  
Budgeting  
Business Continuity Planning  
Business Negotiation  
Business Planning  
Business Presentation Delivery  
Change Management  
Corporate Governance  
Crisis Management  
Customer Acquisition Management  
Customer Challenges Management  
Customer Experience Management  
Customer Feedback and Relationship Management  
Dispute Resolution  
Enterprise Risk Management  
Environmental Sustainability Management  
Front Office Operations Management  
Hospitality Data Collection and Analysis  
Innovation Management  
Knowledge Management  
Legal Compliance Management  
Loss and Risk Prevention Management  
One-Stop Service Delivery  
Organisational Relationship Building  
People and Performance Management  
People and Relationship Management  
People Development  
Productivity Improvement  
Public Areas Housekeeping Operations Management  
Resource Management  
Revenue Optimisation  
Room Housekeeping Operations Management  
Room Reservation Operations Management  
Room Revenue Management  
Service Challenges  
Service Coaching  
Service Excellence  
Service Information and Results  
Service Innovation  
Service Innovation Culture  
Service Leadership  
Service Planning and Implementation  
Staff Management  
Technology Adoption and Innovation  
Vendor Management  
Workplace Safety and Health Performance Management

## **Generic Skills**

Communication

Decision Making

Developing People

Interpersonal Skills

Leadership

Problem Solving

Resource Management

Sense Making

Service Orientation