

LODGING MANAGERS

NYC'S TRAVELER ACCOMMODATION INDUSTRY
OCCUPATIONAL SPOTLIGHT
WINTER 2013



What do lodging managers do?

Lodging managers make sure that guests on vacation or business travel have a pleasant experience, while also ensuring that a hotel or other lodging establishment is run efficiently and profitably. They plan, direct, or coordinate activities of an organization that operates hotels, motels, and other accommodations. There are different types of lodging managers. The General Manager has full responsibility for the hotel. There are also managers for different functions within a hotel, such as Front Office manager and Housekeeping manager.

What qualifications do they need?

Managers must have related experience in the industry, with the amount of experience dependent on the type and level of management. Most employers prefer that managers have a four-year degree and experience. For some types of management positions, one to two years of on-the-job experience and informal training with experienced workers may be sufficient.

How do employers who are hiring describe the job? The following are listed in recent job postings:

- Manage daily activities of front desk team members, to ensure quality service is maintained in accordance with hotel standards
- Hire, train, evaluate, counsel, schedule and supervise front desk staff including ensuring compliance with procedures and overall performance issues
- Conduct staff meetings including a review of hotel standards, departmental procedures and operating issues
- Prepare schedules for staff to ensure adequate coverage and effectively control labor costs
- Manage resolution of guest complaints

What are employers looking for in candidates for this position?

- Effective communication skills, both verbal and written
- Ability to multi-task and prioritize
- Effectiveness at listening to, understanding, and clarifying concerns raised by employees and guests
- High standards of personal appearance and grooming
- Ability to understand and evaluate complex information and data from various sources to meet objectives

How many lodging managers are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Lodging Managers	820	920	30	\$53,600	\$67,300	\$97,260
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

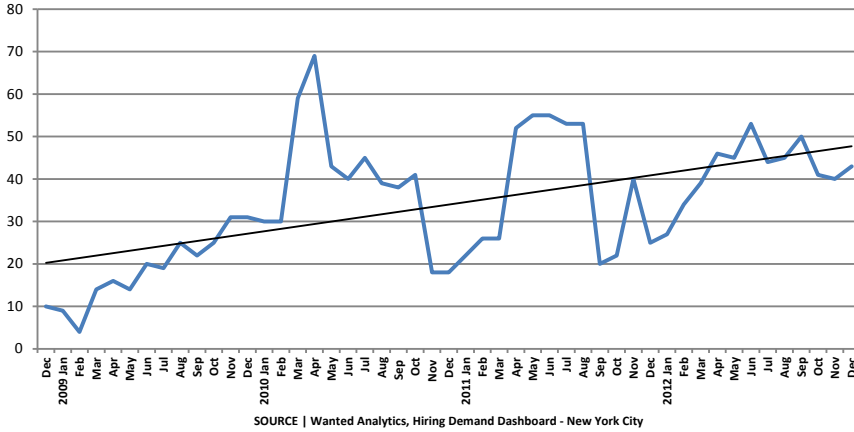
SOURCE | New York State Department of Labor, Occupational Employment Statistics

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 REAL-TIME LMI REPORT
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Monthly Ad Volume - Lodging Managers,
 December 2008 to December 2012



SOURCE | Wanted Analytics, Hiring Demand Dashboard - New York City

Ad Volume

Since December 2008, an average of 34 jobs per month has been posted online for lodging managers. Hiring peaked in May 2010 and was also high the same time of year in 2011 and 2012. The lowest hiring season is in the first quarter of the year (January – March). Accounting for seasonal variation and in spite of the recession, demand for lodging managers has been growing since 2008.

Job Location

Of the 135 lodging manager jobs advertised in New York City between September 2012 and January 2013, 119 were located in Manhattan, 13 in Queens, and one in Brooklyn (location information was missing from the remaining two).

Hiring Difficulty

Wanted Analytics scores occupations according to a “hiring scale,” which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it *moderately difficult* to find lodging managers.

Employers

Employers that advertised for lodging managers online from September 26, 2012, to January 23, 2013, are listed in the table to the right. Marriott International (21), Interstate Hotels and Resorts (17), the InterContinental Hotels Group (15), and Hilton WorldWide (11) had the most jobs posted.

Skills, Tools and Technologies

The skills, tools and technologies most commonly mentioned in job ads for lodging managers were adaptability, dependability, quality audits, restaurant management, and oral and written communication skills.

Certifications

The fire safety certificate was the only certification mentioned in job ads by employers seeking for lodging managers.

Top Employers Advertising for Lodging Managers

September 26, 2012 to January 23, 2013

Marriott International	21
Interstate Hotels & Resorts, Inc.	17
InterContinental Hotels Group	15
Hilton Worldwide	11
Highgate Hotels	7
Hersha Hospitality Management	6
Embassy Suites Hotels	5
Fairmont Hotels & Suites	4
Millenium Hotel	4
M&R Hotel Group	3
Starwood Hotels & Resorts Worldwide, Inc.	3
Belvedere Hotel	3
Morgans Group, LLC	3
Conrad New York	3
The Mark Hotel	2
70 Park Avenue Hotel	2
Unspecified	26
Total	135

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC