

Lodging -Student Notes

Directions:

Fill in the blanks.

1. Pathway Overview

- Careers are responsible for the management and _____ of the lodging industry
- Duties include:
 - registering guests
 - delivering sales presentations
 - _____
 - managing staff

2. Lodging Manager

- Career description:
 - direct or plan activities of a _____ providing lodging and other accommodations
 - _____ and register guests
 - answer guests' questions and resolve any complaints

3. Lodging Manager

- Career description:
 - assign duties to workers and _____ shifts
 - help determine room rates and budgets
 - work with other managers to ensure _____ of hotel activities

4. Lodging Manager

- Education/training:
 - bachelor's or master's degrees in this field are _____
 - training in hotel, restaurant or hospitality management preferred
 - internships or other _____ very valuable

5. Lodging Manager

- Median salary:
 - _____

Lodging -Student Notes

6. Executive Housekeeper

- Career description:
 - supervise cleaning _____ in hotels
 - ensure quality specifications and established standards are met
 - plan _____ work schedules

7. Executive Housekeeper

- Career description:
 - assist with _____ duties if needed
 - handle guest _____

8. Executive Housekeeper

- Education/training:
 - _____ diploma is usually required
 - college training may be _____
- Median salary:
 - \$35,230

9. Director of Sales and Marketing

- Career description:
 - direct the sale of meeting rooms, _____ halls and lodging to customers
 - analyze sales _____
 - establish sales potential and inventory needs
 - learn customer preferences

10. Director of Sales and Marketing

- Education/training:
 - bachelor's degree in a related field such as business _____, marketing or _____ management
- Median salary:
 - \$116,010

11. Concierge

- Career description:
 - make dining and other reservations for _____
 - provide information about local features
 - receive, store, or deliver _____ or mail

Lodging -Student Notes

12. Concierge

- Career description:
 - pick up and deliver items or run errands for guests
 - help employees handle difficult or complex _____
 - _____ special events, parties, and meetings

13. Concierge

- Education/skills:
 - _____ school diploma
 - extensive _____ of city or surrounding area necessary
- Median salary:
 - \$27,350

14. Bell Captain

- Career description:
 - handle _____ for guests at hotels
 - move luggage to and from rooms, loading areas or _____

15. Bell Captain

- Career description:
 - provide guests with directions and information on points of _____
 - welcome guests and _____ them to their rooms

16. Bell Captain

- Career description:
 - assist with _____ at hotels
 - deliver messages and room _____ orders

17. Bell Captain

- Education/training:
 - _____ diploma is preferred
- Median salary:
 - \$ _____

Lodging -Student Notes

18. Sales Professional

- Career description:
 - provide information to potential customers regarding _____ issues
 - determine demand for _____ offered by the hotel

19. Sales Professional

- Career description:
 - identify _____ and potential customers
 - create pricing strategies
 - monitor _____ reflecting need for new services

20. Sales Professional

- Education/training:
 - bachelor's degree in a related field such as business _____, marketing or hospitality _____
- Median salary:
 - \$101,640

21. Hotel, Motel and Rest Desk Clerk

- Career description:
 - register and assign rooms to guests
 - record _____ rooms and guests' accounts
 - make and confirm _____

22. Hotel, Motel and Rest Desk Clerk

- Career description:
 - collect _____ from guests
 - issue room keys
 - receive and _____ messages for guests

23. Hotel, Motel and Rest Desk Clerk

- Education/training:
 - _____ diploma is required
- Median salary:
 - \$ _____

Lodging -Student Notes

24. Maid and Housekeeping Cleaner

- Career description:
 - _____ cleaning duties
 - make beds, replace linens, clean hotel rooms and halls
 - dust and polish _____

25. Maid and Housekeeping Cleaner

- Career description:
 - remove _____ from rooms
 - _____ drapes and dust window blinds

26. Maid and Housekeeping Cleaner

- Education/training:
 - high school diploma or less _____
- Median salary:
 - \$ _____