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What is a hotel manager?

Hotel managers are typically responsible for all or part of the rooms division of a hotel. They are experts in all aspects of a hotel guest's stay including reservations, check-in and check-out and customer service.

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What duties does a hotel manager perform?

Hotel managers may perform such duties as:

- Hiring and training of front desk staff:
 - o Reservationists
 - o Guest service staff
 - o Concierge
 - o Bell staff
 - o Night audit staff
- Managing the quality of the guest service experience
- Preparing daily, weekly, or monthly income and operating reports
- Purchasing front office supplies and inventory
- Setting up hotel rate structures and group rates

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Where does a hotel manager work?

A hotel manager may work in:

- Hotels
- Casinos
- Motels
- Resorts
- Bed and breakfast facilities

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What is the income potential for a hotel manager?

Income for hotel managers varies according to the type of lodging establishment employing them and the specific position of the hotel manager. The median income for the U.S. is \$36,000 and the median income for the Memphis Metropolitan area is \$30,000

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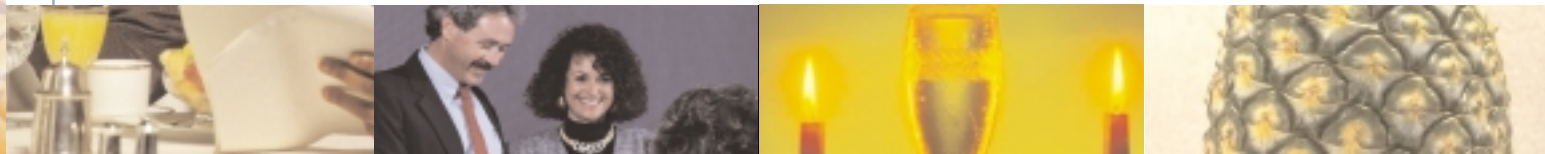
What will the hospitality management- hotel/motel management degree allow me to do?

Earn an Associate of Applied Science Degree at Southwest and enter the job market immediately after graduation.

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What is Southwest's employment rate for graduates of the hospitality management program?

Southwest's employment rate for graduates from the hospitality management program is approximately 98 percent each year.





Q Why choose the hospitality management program at Southwest?

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- Fully accredited programs by the Commission on Colleges of the Southern Association of Colleges and Schools
 - Small classes for more personalized attention
 - Flexible class schedules available at multiple campuses, centers, sites; and distance learning opportunities
 - Affordable tuition
 - Support services, including career counseling, free tutoring and career services, financial aid, job opportunity assistance and on-site child care services

Hospitality Management Program
(901) 333-4524
www.southwest.tn.edu

Q How do I apply for admission to Southwest?

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- Complete application for Southwest.
 - Submit your application and pay \$5 application fee to Bursar's Office.
 - Request that an "official" copy of your high school/GED scores, college transcript(s) be sent to:
*Southwest Tennessee Community College
P.O. Box 780, Memphis, TN 38101-0780*
 - Apply for financial aid (if applicable).
 - Complete testing requirements.
 - Complete new student orientation, either online or on campus.
 - Review the College's academic calendar or printed schedule of classes for registration dates, times and locations.
 - Meet with academic advisor.
 - Register for classes online, via TRAVIS or in person.
 - Pay your fees or ensure that your financial aid is in place for your course.

Admissions, Records & Recruitment
(901) 333-5924

Financial Aid
(901) 333-4184 • (901) 333-5960

Advising, Counseling, and Articulation
(901) 333-4594 • (901) 333-5122

Southwest Tennessee Community College

P.O. Box 780

Memphis, TN 38101-0780

(901) 333-5000

1-877-717-7822 (out-of-state)

www.southwest.tn.edu

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