



Hospitality Careers

Why Major in Hospitality?

The Fritz Knoebel School of Hospitality Management (Fritz Knoebel) at the Daniels College of Business prepares students for senior management positions in the fast-changing and competitive hospitality industry. You will learn to think on your feet, lead diverse projects and solve problems creatively and will finish the program with the in-depth knowledge and hands-on experience to pursue your passion within the industry. With concentrations in Lodging Real Estate Management, Revenue Management & Analytics, Restaurant/Food & Beverage Management, and Conference Services Management, you have the opportunity to specialize and develop depth and expertise in your concentration. The program also requires hands-on learning designed to hone your skills and boost your confidence. In addition to this practical work experience, Fritz Knoebel students all study abroad and many become proficient in a second language - valuable assets in today's global hospitality industry. Over 35 companies recruit each year at Fritz Knoebel, for graduating seniors and other students seeking summer work experience or internships.

Career Tracks

- **Hotels/Lodging Accommodation** – Includes: Rooms Division, Food & Beverage, Revenue Management
- **Food & Beverage** – Restaurants and bars, Banquets, Catering, Events, Beverage Management/Wine/Vineyards
- **Events** – Sports Events, Leisure, Entertainment, Meeting & Conference Services
- **Travel and Tourism** – Cruise ships, Airlines, Agencies/Tour Operators
- **Other** – Lodging Real Estate, Finance, Human Resources, Technology & Logistics, Consulting, Media and Training

Common Job Titles

A huge variety of job opportunities within hospitality exist. Vault, H-careers, and other sites provide a wealth of information on common jobs in hospitality. Familiar titles include: General Manager, Restaurant Manager, Front Office Manager, Revenue Manager, Event Manager, Housekeeping Manager, and Director of Sales. The following link "maps" various career paths to a goal of Regional Manager, Director, or Owner: <http://www.hospitalityguild.co.uk/A-Career-in-Hospitality/Career-Map>

Key Skills/Competencies

Hospitality combines people/service skills with understanding business in a challenging, exhilarating career. Key skills for hospitality careers include both hard and soft-skills. Above all, high quality service and people skills are needed.

Hard Skills	Soft Skills
<ul style="list-style-type: none"> • Analytical and Critical Problem Solving 	<ul style="list-style-type: none"> • Leadership and Delegation Skills
<ul style="list-style-type: none"> • Quantitative & Technical Analysis 	<ul style="list-style-type: none"> • Relationship/Teamwork Management
<ul style="list-style-type: none"> • Written/Verbal Communication Skills 	<ul style="list-style-type: none"> • Identifying and Responding to Guests' Needs
<ul style="list-style-type: none"> • Comprehension of Cash flow, Profit, Tax Liabilities 	<ul style="list-style-type: none"> • Flexibility/Adaptability - Work Schedule, Geographic Flexibility
<ul style="list-style-type: none"> • Project Management & Organization 	<ul style="list-style-type: none"> • Attention to Detail
<ul style="list-style-type: none"> • Advanced Social Media Skills 	<ul style="list-style-type: none"> • Tenacity and Ethics

Is a Hospitality Management major right for you?

Still unsure if you should major in Hospitality? Schedule a session with a Career Counselor, attend one of our "Major Workshops", and attend career events to network with employers that hire Hospitality majors and engage alumni who majored in Hospitality. You may also schedule time through the various departments to meet with a faculty member to explore their perspectives on individual career paths.

Resources & Associations

Vault Guides for Hospitality are at <http://www.vault.com/industries-professions/industries/hospitality.aspx>

H-careers offers 1,000s of jobs with top employers for free - <https://www.hcareers.com>

Many Excellent Industry Associations – most offer discounted student membership

National Society of Minorities in Hospitality (NSMH) – professional development/student focus

American Hotel and Lodging Association (AHLA)

Hospitality Financial and Technology Professionals (HFTP)

Hospitality Sales & Marketing Association International (HSMAI)

Meeting Professionals International (MPI)

National Association of Catering Executives (NACE)

National Restaurant Association (NRA)