

Free term paper on lodging manager

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Introduction

Best practices in selection and recruitment are essential when finding the most suitable applicant in a certain position. Not only will the applicant be suitable but qualified so that the company can maximize on production or become more efficient (Tanke 59). However, to come up with the most suitable applicant, a job analysis is relevant so as to obtain a job profile and a personal specification. A job analysis is the first step in a recruitment process. Therefore, in understanding a job analysis I have selected lodging manager as my occupation and my task is to come up with a job analysis. In the analysis and recruitment process the elements that would be analyzed and addressed are; job description, job specifications, recruitment message, recruitment value proposition, and recruitment plan.

Definition and Work Nature

A lodging manager (LM) is an employee responsible for overall operations in a hotel, resort, inns, and motels. According to the United States Department of Labor, the code for lodging managers is 11-9081. 00 and recorded a median wage earnings of \$46, 880 annually in 2010 (Bureau of Labour Statistics). Furthermore, by 2008 it had the position in US had 60, 000 workers, but its future is not encouraging with projected growth ranging between (3-6) %, which is slower. However, managers in this position have to make sure that clients get the best treatment at their establishments so that they might want to come back another day. Managing finances is their other work, all with the aim of ensuring the establishment earns profits while still satisfying customers. Therefore, if a lodging manager is excellent at

his/her duties then, new guests would be attracted through quality ratings and referrals (Tanke 61).

Job Description

In HR, a job description is a list containing all the responsibilities, functions, and general tasks a person in the workplace can use to complete his requirements. Often it includes the reporting reference, specifications, and a salary range. In the case of a lodging manager, then the job description is to plot, direct, or organize functions in a company or unit that offers lodging and accommodation services (Bureau of Labour Statistics).

The manager aims at greeting and registering clients entering the establishment. He also has to answer questions regarding establishment service and policies, and solve complaints. The manager has to allocate tasks to employees, and plan for shifts to ascertain that the hotel works efficiently in operation. The LM organizes activities at the front-office of the establishment, resolving any problem arising. The financial activities that he/she has to involve in is setting room rates, making budgets, and distribution of funds to various departments. The manager has to consult and work with other managers for streamlined and proper functioning of activities in the whole organization. The manager collects payments, and accounts for information regarding to expenses and funds. She/he upholds and manages all lodging and accommodation facilities. The manager monitors and checks performances of workers to guarantee operations are up to standard, and establishment policies and procedures are upheld. The manager also has to train staff members.

Job Specifications

The lodging manager checks, receives, and gets information from all relevant departments. The manager deals directly with the public with functions such as serving clients in stores or eateries, and receiving clients. The LM develops positive and supportive working atmosphere with others, and sustaining them over time. The LM examines facts and evaluates the effects to decide on the best resolution and explaining problems. The manager is accountable for loading, recording, entering, and copying data in written or electronic form. She/he uses latest technology like computers to set up schedules, writing software, entering data, and processing data. The LM must provide info to other employees by email, telephone, written form, or in person. She/he would then handle protests, calm down disagreements, and resolve objections and clashes, or negotiate with others. LM advocates for purchasing merchandise or convince others to change their minds. The LM is in charge of developing detailed objectives and devices to rank, arrange, and complete their work. LM must be able to listen and comprehend information and thoughts presented through sentences and verbal words.

LM must speak simply for others to follow their intentions and directions. This is crucial when training personnel. It is also important when LM are working with clients to explain policies and procedures, or settling complaints. LM must have intuition to know when something is wrong or will be wrong. This does not involve solving the actual problem, but only recognizing it. Since working with many diverse people is a must, the LM must understand the speech and culture of the different people. LM has to

know how to apply general rules to certain problems for results that make sense. Furthermore, the LM must blend different data to form conclusions that are productive.

The LM has to know how to know and understand information and ideas in written form. She/he should be able to communicate information and ideas in written form for others to understand. The LM has to use logic and rationality in identifying pros and cons of substitute solutions, inferences, or tactics to problems. Lastly, the LM must recognize written words in work related documents.

Recruitment Message

Looking for a career booster in the hospitality industry? Comfy hotel provides ample opportunities in leisure management, tourist guides, and in management. We are a four star hotel located in Manhattan and are looking for people who have strong management personalities to coordinate and monitor accommodation activities in the hotel. The post of the successful candidate will be lodging manager and will be reporting to the hotel manager. The requirements are; a diploma in hotel management, six months relevant experience in the hospitality industry, and fluent in three or more international languages; English included. Interested applicants can send their resume to . The application should be addressed to Frank Smith the HR manager. To receive more information on the advertisement, call Judy on +130786541123, comfy hotel.

Recruitment Value Proposition

The position of lodging manager in Comfy hotel provides one with an opportunity to grow and confidently show their talents. Lodging managers in the hotel are given free will to apply their ideas, which is important in their profession. However, for one to be considered outstanding in the job, she/he must satisfy three requirements which are; respect by co-workers through proper coordination of their work schedules, ability to identify possible problems before they occur, and making sure that clients are satisfied through maintaining high quality standards. Furthermore, the successful applicant is can learn firsthand how to deal with diverse cultures and people since the hotel has so many workers from different races and cultures, and receives guests globally who also add to the diversity. Therefore, a lodging manager in this hotel will be able to acquire relevant experience that would enable him/her work in any hotel internationally. The future position for this candidate is only hotel manager which would be easily attained with our training. Doing this job at Comfy hotel enables professions to gain experience in a globalized work environment, and being able to apply their creative solutions to existing problems. These two aspects make working at Comfy better than any other hotel. Furthermore, people come to work in the hotel because they are considered as partners in the organization as opposed to employees, and they stay because of rewarding bonuses for employees who work for more than three years. The hotel has also attained a reputation of the best employer in New York State, scoring 8.9 out of ten.

Recruitment Plan

The recruitment plan for Comfy Hotel is as follows:

Quantity of Recruitment

The hotel requires two lodging managers to add to the two already in the organization. This is to satisfy the requirements of working 24 hours, and making clients happy. The two lodging managers have to be selected a month after posting the advertisement. This is to give ample time for proper selection of candidates.

Design of Recruitment Materials

The required recruitment materials are computers, and aptitude software. The tools are essential for an aptitude test that is required for applicants seeking managerial positions. However, there are no graders of the tests, therefore, the hotel will have to outsource them.

Source of Recruitment

Recruiting Sources (Highlight those not used) Project: Lodging Manager

Comfy's resume database

Print media (specify): Television and Radio

Professional organization job board(s) – specify: Geographical Skills

Diversity job board(s) – specify:

User groups, professional associations (specify): Hospitality and Tourism Association

CareerBuilder. com

Craigslist. org:

Job fairs specific to this position (specify):

Selection Plan

Working Content

Person Responsible

CV Receiving

Works Cited

Bureau of Labor Statistics. Occupational Labor Handbook, 2010-11 edition.

Available at:

<http://www.bls.gov/oco/ocos015.htm>

Tanke, Mary. Human Resources for the Hospitality Industry (2nd ed.). Ohio:

Cengage Learning, 2001. Print. : 59-73