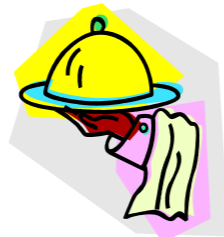


# Hospitality Administration

## WHY NIU?

Hospitality Administration at Northern Illinois University Offers:

- Scholarships
  - Marriot
  - Hyatt
  - Hollywood Casino
- Mentor Program
  - Students are paired with an industry mentor.



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# Hospitality Administration

## JOB OUTLOOK

Hospitality jobs exist in every state, region and type of community. America has become a service oriented economy and people are traveling and dining out more than ever! The hospitality industry generated about \$800 billion business in 1998 and is expected to increase 50% by 2010. The industry will need 100,000 more managers each year just to keep pace with the fast growth. This means enormous opportunities exist for hospitality administration graduates!!!

## What Qualifications Will Be Expected?

- 1) **Baccalaureate Education:** Hospitality firms prefer that trainees and recruits for entry-level positions have a baccalaureate degree from a hospitality program.
- 2) **EXPERIENCE, EXPERIENCE, EXPERIENCE:** The industry values relevant work experience. By choosing carefully, you can make your part-time and summer positions function as career stepping stones. Your internship will also provide important work experience (and often results in an offer of employment)

## Potential Salaries

Careers offer entry-level salaries of \$30,000-\$40,000 per year for college graduates!



According to the U.S. Department of Labor, median salaries range from \$36,000 to \$50,000 per year!

## Food Service Career Opportunities

### ***Food Service Managers:***

Manages the daily operations of establishments that prepare and serve meals and beverages to customers.

Coordinates activities among various departments and ensures that customers are satisfied with their dining experience. Oversees the inventory and ordering of food, equipment and supplies and arrange for the routine maintenance and upkeep of the restaurant, its equipment, and facilities. Responsible for all human resource and administrative functions of running the business.



### ***Catering Coordinator:***

Provides all of the food & beverages for special events. There are different kinds of caterers such as corporate caterers, social caterers, banquet caterers, club caterers, and on-site caterers. Caterers are most often hired for weddings, birthday parties, holiday parties, corporate functions, and much more.



### ***Other Food Service Opportunities:***

\*University food service director \*Airlines  
\*Hospitals \*Managed food services \*Restaurants

# Hospitality Administration Career Opportunities

## Hotel/Lodging

### General Manager:



Responsible for every aspect of the hotel which includes the assurance that guests enjoy their stay and all staff work together. Key activities include recruiting/training heads of department, setting budgets and forecasts, controlling the finances, planning improvements, putting together business plans, purchasing and stock control, marketing and sales. As the person in charge, a general manager is responsible for the health and safety of everyone on the premises including food safety, upholding the licensing laws, consumer protection and employment legislation.

### Executive Housekeeper:



Supervises and trains staff. Does business with the suppliers of linen, cleaning materials, and guest supplies. In charge of the budgets and other paperwork such as maintenance reports, room check sheets, and safety audits.

### Other Lodging Opportunities:

\*Hotel Administration \*Resorts  
\*Bed and Breakfast \*Campgrounds

## Cruise Ships

### Chief Purser:



Supervises all departments on board with the exception of deck and engine.

### Other Cruise Line Opportunities:

Much like other facilities, cruise ships are in need of food service employees, hotel employees, and other positions in the hospitality field. Other jobs include sales, marketing and shored-based activities.

## Recreation and Leisure

### Theme Park Management:

Plans and implements strategies constantly to improve levels of employee and visitor satisfaction by ensuring a safe environment for both park employees and the public through effective application of health and safety regulations and risk assessment. Other responsibilities include monitoring and controlling operational performance by managing park developments, planning effective marketing and public relation strategies. Produces and presents financial and progress reports. Also recruits, manages, and motivates staff.

### Other Recreation and Leisure Opportunities:

\*Museums \*Zoos \*Park Districts \*City Clubs  
\*Campus Recreation \*Country Clubs \*Military  
\*Voluntary Organizations \*Nightclubs

## Gaming Industry

### Gaming Supervisor:



Gaming supervisors oversee the gaming operations and personnel in an assigned area. Explains and interprets the operating rules of the house to patrons who may have difficulty understanding the rules. Establishes policies on issues such as the type of gambling offered and the odds, the extension of credit, and the serving of food and beverages. Reviews operational expenses, budget estimates, betting accounts, and collection reports for accuracy. Collects and pays off bets, issuing receipts as necessary.

### Other Gaming Opportunities:

\*Hotel \*Food & Beverage \*Retail \*Entertainment

## Other Hospitality Administration Career Opportunities

### Convention Managers:

Coordinates the activities of various departments. Accommodates meetings, conventions, and special events. Meets with representatives of groups or organizations to plan the number of rooms to reserve, the desired design of the meeting space, and the banquet services. Resolves unexpected problems and ensures that the operation conforms to the expectations of the group.



### Quality Assurance:



Plans and directs all activities related to patient food service standards of operation and compliance with client, government, and accrediting agency regulations. Supervises employees engaged in food preparation, patient tray assembly & delivery. Also maintains cleanliness of work area.

### Human Resources:

Responsible for hiring and training new employees. In charge of employees' benefit and compensation programs. Works with managers to help improve morale and productivity by providing continuing education programs, in-services, training, and certifications.

### Special Events Manager:

Coordinates all aspects of events such as social events like weddings. Plans corporate events such as seminars, conferences, trade shows and appreciation events. Manages and maintains financial records for the events and focuses on the event goal and whether it is achieved.



### Meeting Planner:

Coordinates all of the details of meetings from the speakers and meeting location to arranging printed material and audio-visual equipment. Meeting planners work for nonprofit organizations, hotels and corporations. Some organizations have internal meeting planning staffs and others hire independent meeting planning firms to organize the events.

