

HOTEL MANAGEMENT AS A CAREER

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Do you have good communication skills, and like connecting with people? Can you be flexible with your working hours? Do you like dealing with food, and like organizing activities?

Ever imagined yourself directing social events on a cruise? Or how about owning and managing your own luxurious chain of hotels and resorts nationally or internationally? Or running an ultra-modern club or spa?

Then the glamorous world of hospitality awaits you in today's global hospitality industry. A career in this field could be personally fulfilling and professionally stimulating! Sounds exciting! Doesn't it? In fact, what does a waiter serving you a delicious sizzler, the concierge at your resort and a tour guide have in common? Basically, they all work in the hospitality industry in some way or the other.

That's how varied careers in

hospitality management are. The diversity of experience in hotel management is greater than in any other profession, involving a combination of various skills like management, food and beverage service, housekeeping, front office operation, sales and marketing, accounting.

More and more people are travelling on work and pleasure than ever before with hotels and resorts pampering them with not only comfortable rooms, and fabulous meals but also a host of luxuries and services, whether it be massages and personal valets, exotic meals and drinks, complementary business services, and other freebies. So if you are looking for a job that seems to be like a permanent vacation, then it has to be hotel management. Of course, it is not you who is on vacation, but the guest to whom you provide these services. The students opting for a career in hotel management must have an affinity towards socializing and understanding the needs of the people. As hotels fall under



the service industry, the motive of hotel management courses in India is to prepare the students to face the challenges of this competitive world. It prepares students to work at hotels, resorts, cruise liners, in aviation and casinos and other service organisations.

What is Hotel Management?

A career in hotel management opens a plethora of opportunities for the young generation today.

Hotel management graduates may engage in managing functions such as housekeeping, front office, food production and administration. To handle these areas this industry demands skills like management, interpersonal skills, financial management, human resource management, communication skills etc.

Work in the hospitality area involves ensuring that all opera-

tions within a service outlet, including accommodation, food and drink run smoothly. The areas of work include:

- General Operations
- Front Office
- Food and beverage management
- Tourism management
- Accounting and finance
- HR management
- Marketing and PR
- Housekeeping
- Engineering / Maintenance Department

General Operations: The main responsibilities of this department include: supervision, co-ordination and administration of all other departments as well as overall financial control.

Front Office: It is the centre of all activities at hotels. Major tasks performed here include: providing information, making room reservations and taking care of check-ins and check-outs, and handling of customers and their needs.

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Sales & Marketing: This is an important department as it keeps in touch with potential clients of all kinds.

Food & Beverage : This department is the hub of the hospitality industry and is responsible for all the food that is prepared and served. Depending on the size of the organization or outlet, the work is generally handled by

a) Food & Beverage Manager and assistants who plan, manage, organize and control all the activities of the kitchen and food service outlets.

b) Chefs who prepare, and supervise the preparation and service of food, and give directions on menus, budgets and standards of food production.

Housekeeping: Where accommodation is also provided, the housekeeping department has to make sure that all rooms are kept in order and all the needs of the guests are met.

Eligibility
Path 1- Class XII in any stream and pursue BSC/BA in Hotel Management for 3-4 years or BBA hospitality (3 year) or general graduation followed by MSC/MBA/MA in Hotel Management for 2 years

Path 2 - Class XII in any stream and pursue Diploma in Hotel Management for 6 months to 1 year or pursue Diploma/Post Graduation Diploma in Hotel Management for 1-2 years

There are also apprenticeship programmes, or short-term courses offered by the Food Crafts Institutes and polytechnics in specific areas of hotel management work, such as Front Office, House-keeping, Bakery & Confectionary, F & B, etc.

Selection for government and private recognized colleges and institutes is done through a common entrance test held in April every year. The test consists of multiple choice questions in English, Reasoning, General Science and General knowledge.

- Various courses available in Hotel Management -
- BHM - Bachelor of Hotel Management
 - DHM - Diploma in Hotel Management
 - BHMCT - Bachelor of Hotel Management and Catering Technology
 - DHMCT - Diploma in Hotel Management and Catering Technology
 - PGDHM - Post Graduate Diploma in Hotel Management
 - Bachelor of Arts in Hospitality Studies

Skills Required :

- Excellent communication skills
- Liking for people
- Outgoing and pleasant personality
- Ability to shoulder responsibility

- Organising ability
- Ability to work long and odd hours
- Capacity for hard work
- Flair and flamboyance along with discipline, commitment and dedication
- Team spirit

Job Prospects of Hospitality Management

The Hotel Industry has a huge scope to accommodate skillful job seekers. The advent of globalization has made it more than possible and the companies ready to employ more and more budding students from Hotel Management institutes. Hotel management professionals can work in -

- Hotel and Restaurant management
- Cruise Ship management
- Hospital Catering
- Hotel and Tourism Associations
- Airline Catering and Cabin Services
- Club management
- Forest Lodges
- Guest Houses
- Spas, Resorts and leisure complexes
- Catering services
- Event management companies
- Government owned catering departments, e.g., railway, armed forces, ministerial conventions, etc.
- Food, confectionery, beverage production industries

Job Roles

- Coordinate with and manage different departments for the smooth running of the hotel
- Handle financial matters and look after expenditures of the hotel
- Look after maintenance of the hotel
- Work towards providing highest quality of services to the clients
- Recruit, train and monitor the staff
- Do periodic assessment of the hotel and its departments
- Come up with quick solutions to problems to avoid inconvenience to the clients
- Maintain the harmony among staff members
- Set a good example to staff members which will motivate them to work efficiently
- Take care of the ethical concerns while governing a hotel
- Work on feedback provided by the customers as well as other staff members

Scope

Today Hotel Management in India has become a promising choice as students search for exciting job opportunities instead of traditional courses. The boom in the hospitality industry (propelled by foreign & domestic tourism) has created the demand for well-trained quality personnel.

With increasing globalization, career opportunities in this field are not just limited within the country but with chains of hotels operating internationally, provide

Important Exams

Name of the College	Tentative Date	Exam	Website
Oberoi Step programme	Forms out - October, Form ends- April, Interview- April	Round 1 - Check candidates on Grooming style, Poise, Spoken English. Round 2 - One-to-one Panel Meeting Round 3 - Final Interview	www.oberoigroup.com
National Council of Hotel Management and Catering Technology (NCHMCT JEE)	14th Dec- 11th April (Forms),- Exam 30th April	Written test - Numerical Ability and Analytical Aptitude Reasoning Logical Deduction General Knowledge & Current Affairs, English Language Aptitude for Service Statement of Purpose/ GD Personal Interview	www.nchm.nic.in
Institute of Hotel Management, Catering, Pusa , New Delhi	(NCHMCT JEE)		www.ihmpusa.net
IHM Taj, Aurangabad	Forms- Last Date-30th May	Personal Profile, Statement of Purpose, Group Discussion, Personal Interview	www.ihmaurangabad.ac.in/admissions
Welcomgroup Graduate school of Hotel Management	Last date 31st May	No Entrance Merit Basis	www.manipal.edu
International Institute of Hotel Management Delhi	May	Written test: Objective, MCQ's Language comprehension mathematical skills Data analysis and interpretation, Intelligence and critical reasoning awareness of Indian & Global Economy, GD Personal Interview	www.iihm.ac.in
Army Institute of Hotel Management and Catering Technology, Bangalore	March(Forms), April (Exam) Written test	Written Test - Reasoning and logical education Numeric ability and Scientific aptitude Command and test of English Language GK	
Christ University (BHM)	Forms- Dec 8th -April 8th, Entrance- April 18th	Skill Assessment Written Skills, communication skills and logical reasoning Personal Interview	christuniversity.in

scope for a career abroad too.

Moreover, hotel management job opportunities exist both in the private and public sector. The jobs offered are satisfying as well as highly rewarding. Several large hospitality corporations such as the Taj, Oberoi, Welcome group, Hilton Worldwide, Hyatt, the Marriott group, as well as 3 and 4-star hotel chains, smaller hotels, boutique hotels, resorts and various management companies offer placements for students majoring in Hospitality and Tourism Management.

Pros / Cons of this Industry

- Working in the hotel industry gives the advantage of meeting a variety of different people.
- It helps in developing your overall personality
- With a hotel management degree, you are not just restricted to work in hotels, but also in event management, airlines, travel and tourism, and other service organizations
- You must be prepared for

long hours, and physically taxing work

- Often you may be working, while others are merrymaking at your hotel

But in the final analysis you do get to work in rather luxurious surroundings, handle exciting and delectable foods, and get to meet interesting people - even celebrities. So if hotel management is your calling - go for it!

INSTITUTES

- Institute of Hotel Management, Catering Technology and Applied Nutrition, New Delhi, conducts written tests for over 22 Institutes located across the country in Ahmedabad, Bangalore, Bhopal, Bhubaneshwar, Calcutta, Chandigarh, Chennai, Goa, Gurdaspur, Guwahati, Gwalior, Hyderabad, Jaipur, Lucknow, Meerut, Mumbai, Shimla, Srinagar and Thiruvananthapuram.
- Indian Institute of Hotel Management (run by the Taj Group of Hotels), Aurangabad.

- The Welcomgroup Graduate School of Hotel Management, Manipal, Karnataka.
- The Oberoi Centre for Learning and Development, Delhi
- International Institute of Hotel Management, New Delhi
- Army Institute of Hotel Management and Catering Technology, Bangalore
- Merit-Swiss Asian School of Hotel Management, Chennai
- Food Craft Institutes in New Delhi, Mumbai, Pune, Chandigarh, Guwahati, Gwalior, Bhubaneshwar, Bangalore, Bhopal, Shimla, Aligarh, Kerala, and Vishakapatnam.
- Christ College, Bangalore

(The lists are indicative only)

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Views expressed are personal.

Image: Courtesy Google