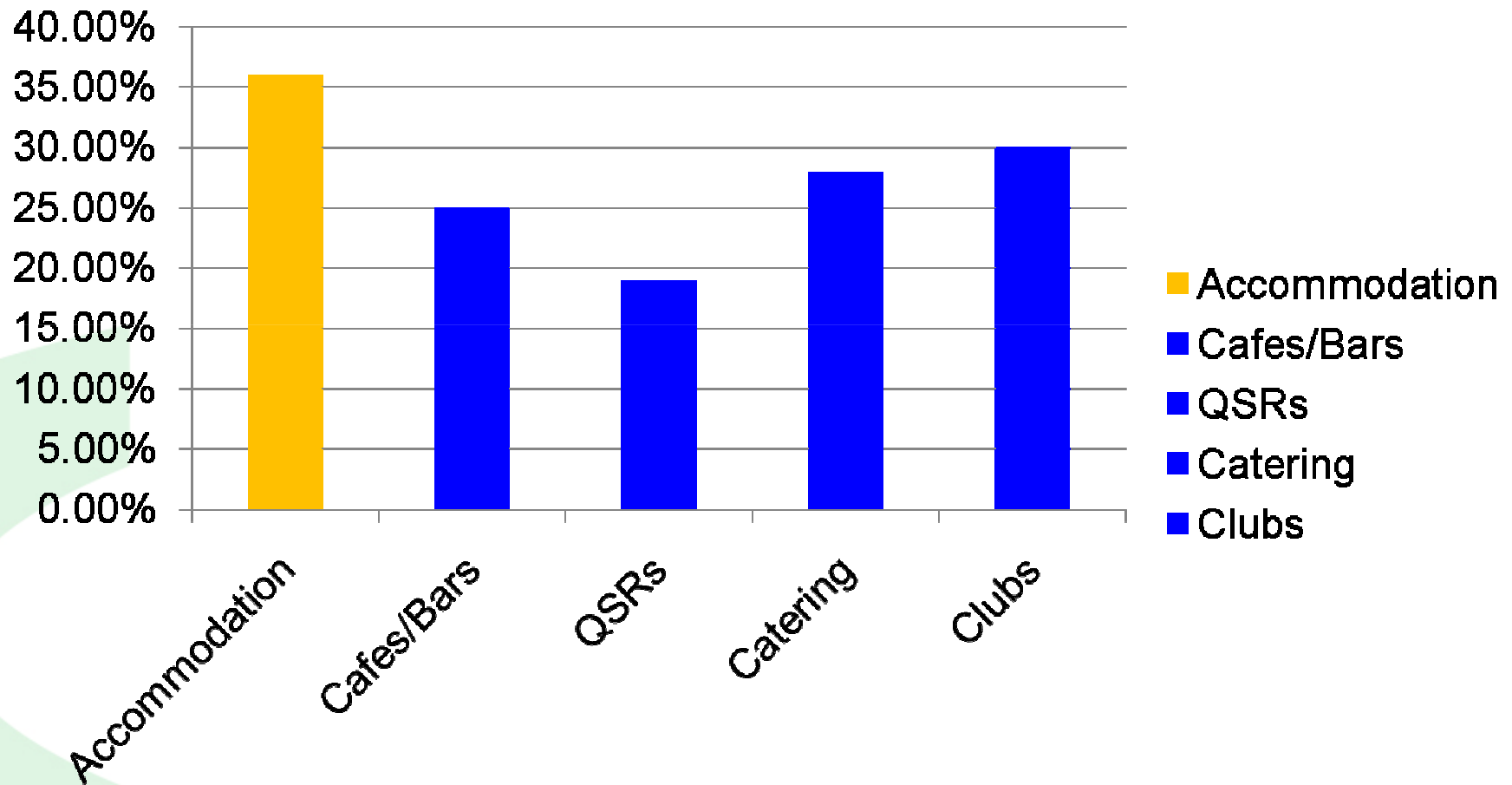


# New Zealand Hotel Industry Conference 2010

***Steve Hanrahan***  
***Chief Executive***  
***HSI***



# Tertiary Qualifications in the Accommodation Sector



# Access To Training?



**Domestic & Int'l - 21359**



- Hos. Mgmt
- Hospitality
- F&B
- Cookery
- Fd Hygiene
- Other

# Industry Skill Strategy



## **Goal 1**

Identify and create access to Accommodation qualifications, training and career pathways.

## **Goal 2**

Develop management capability within the Accommodation sector to:

- a) Create a culture that supports learning and development
- b) Build business skill to increase productivity and development.

## **Goal 3**

Build recognition of career opportunities across the Accommodation sector.

# Supervisory Development Programme



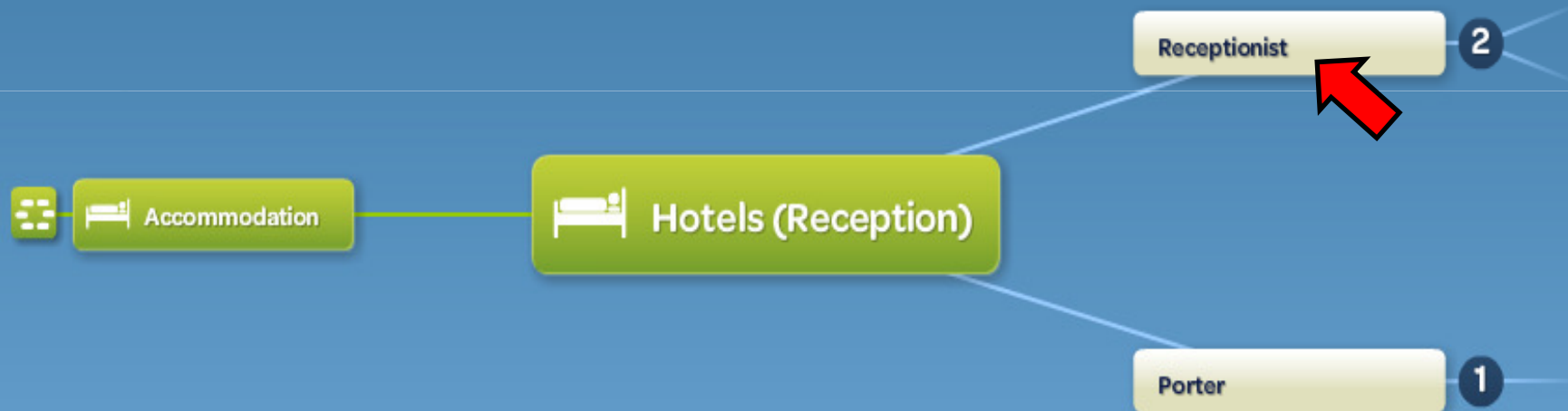
**forward**  
**step**   
National Certificate in Hospitality  
**Operations Supervision**  
LEVEL 4

# Visual Career Map

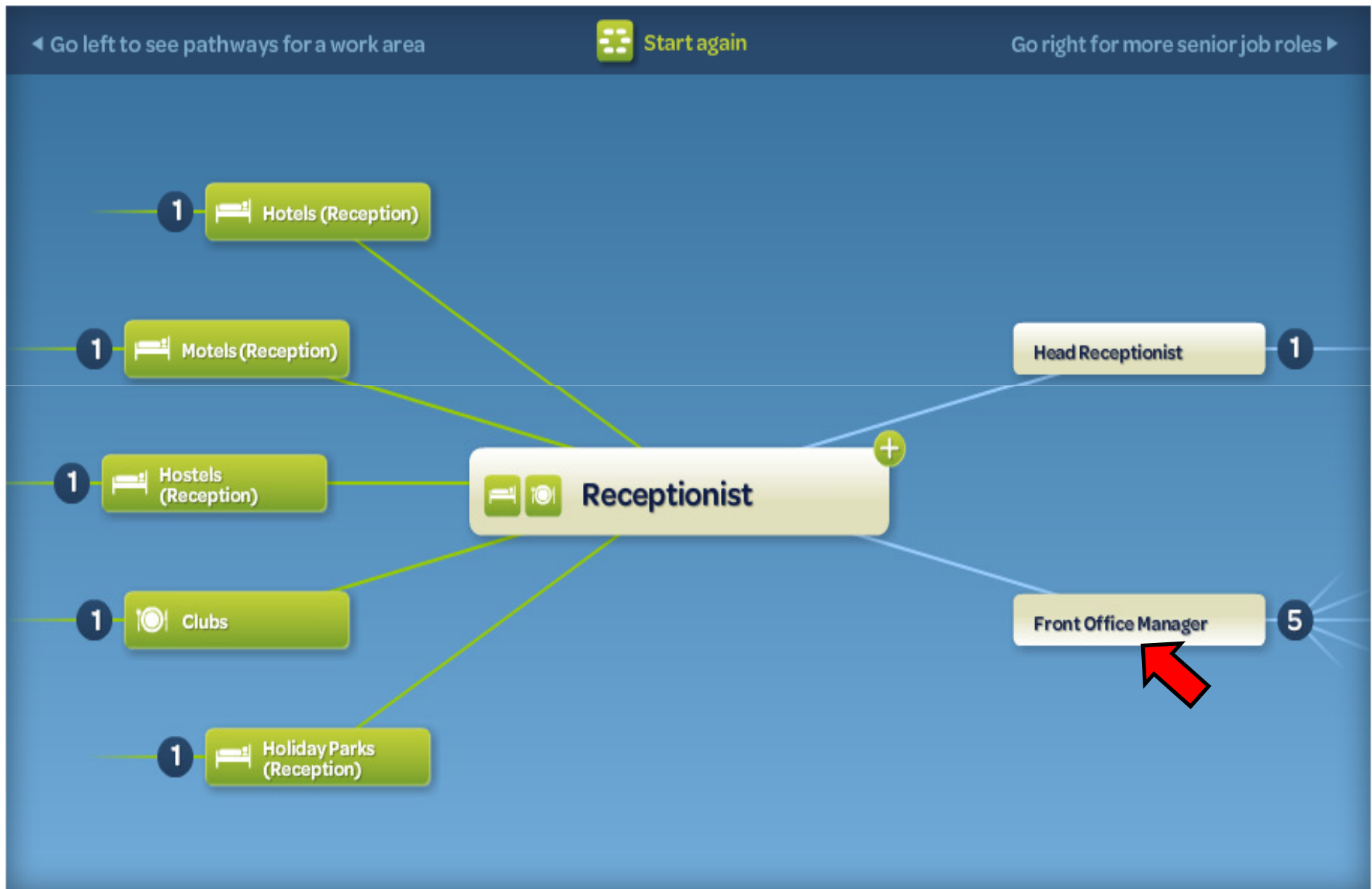
◀ Go left to see all work areas for this sector

 Start again

Go right to explore pathways from a starting role ▶



# Visual Career Map



# Visual Career Map



# Front Office Manager

[View this job role on the Visual Career Map](#)

You are in charge of the reception and, in some hotels, the reservations staff – often known as the front office. In smaller hotels, your entire team may be based at the front desk, manning the hotel switchboard and performing porter duties. In a larger hotel, the reservations staff are usually based in a back office, enabling them to concentrate on telephone calls, faxes, letters and emails, whilst the porters may come under the control of a head porter.

Besides the usual duties of a departmental manager (recruiting and training staff, organising staff rosters, controlling budgets, health and safety, attending meetings with other heads of department, etc.), you are likely to have regular contact with the guests, welcoming and registering arrivals, answering queries, taking bookings, preparing bills and taking payments. Maintaining a close liaison with the housekeeping department is essential, so you are informed as to which rooms have been serviced, and receive early warning of any delays.

As you and your staff are at the hub of the hotel, you have the opportunity to encourage guests to use the facilities available to them, along with the hotel's bars and restaurants, and inform other department managers and the hotel general manager of guests' requirements. It is a constant challenge to achieve maximum occupancy and revenue, requiring a shrewd eye for business, negotiating skills, and knowledge of what is happening in the local area.

## Recommended Qualifications/ Licenses

- › National Diploma in Hospitality (Business Management) - Level 5
- › National Certificate in Hospitality (Operations Supervision) - Level 4
- › National Certificate in Hospitality (Hotel reservations) - Level 4
- › National Certificate in Hospitality (Front Office) - Level 3
- › National Certificate in Hospitality (Accommodation Services) - Level 2
- › ITC Diploma in Tourism and Travel Management - Level 5
- › Crown Certificate in International Hospitality Hotel Services and Reception Operations - Level 3
- › Crown Certificate in Hospitality Hotel Front Office - Level 3
- › National Diploma in Hospitality (Management) - Level 5
- › National Diploma in Hospitality (Operational Management) - Level 5

