

# Hotel Management



**DKNHOTELS**  
A PASSION TO MAKE A DIFFERENCE

# What do we do?

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A Hotel Manager is charged with running a hotel to peak performance by managing hotel Team Members daily, planning Revenue and Expense forecasts and resolving Guest Satisfaction issues.

We monitor Success by tracking Guest Service Scores through surveys and online reviews, Financial Success with Budgets and Team Member Engagement by administering surveys to our Team .

These 3 pillars, Guest Satisfaction, Team Member Engagement and Financial

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Hotels.

is Required to be a successful mana

Strong communication skills

Ability to work well with others

Good problem solving skills

Solid financial background

Marketing experience



# What's Cool About this

## Career?

- Travel Opportunities (employee rates at hotels worldwide)
- Great Compensation
- Room for growth and advancement
- Opportunities to meet a variety of new people every day
- Flexible schedules
- Abundance of jobs worldwide
- Opportunities to make a difference in people's lives
- Wide variety of different hotel types
  - Resorts, B&B, Business Class, Etc.



# How do we use Math?

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A Hotel Manager uses Math in a variety of ways, but the most common calculations we make are for

- Occupancy
- ADR
- RevPar
- Expenses and Calculating Taxes
- Forecasting Year Over Year Increases



# Math Problem -

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## Occupancy

Occupied Rooms / Number of Rooms at Hotel x 100 = Occupancy %

If a 161 room hotel sells 113 rooms what is their Occupancy Percent for that night?

113 Rooms Sold divided by 161 Rooms at hotel = .07186 x 100 = 70.18%

If a 235 room property has a 74.9% Occupancy Percentage how many rooms did they sell?

$235 \times .749 = 176$



# Math Problem – Calculating

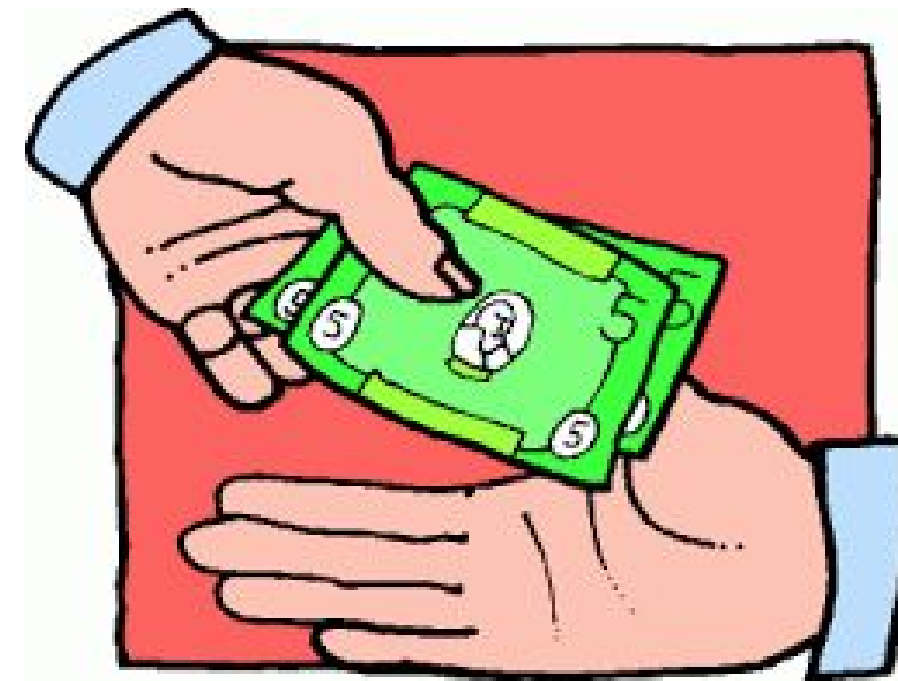
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## Taxes

City tax = 17% of Room Rate

What is the total cost for a 2 night reservation, including tax, if the rate paid for the room is \$159 per night?

$$(159 \times 2)0.17 + (159 \times 2) = \$372.06$$



# Math Problem – Percent

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## Increase

Hotel has 120 rooms and ran occupancy of 82.17% during March of 2017. How many more room night per day would they need if they wanted to reach 86% occupancy for March of 2018?

$$120 \times 0.822 \times 31 = 3057 \text{ – March 2017}$$

$$120 \times 0.86 \times 31 = 3199 \text{ – March 2018}$$

$$3199 - 3057 = 142 \text{ – Difference}$$

$$142/31 = 4.58/ \text{ night}$$



**F I N A N C I A L S U C C E S S**



# Education Needed

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High School Diploma or Equivalent Required

Bachelors Degree in Hospitality Management or Business Management strongly encouraged\*

1 – 5 years of relevant on the job experience

\* 96% of all hotel managers have obtained post secondary education





# References

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- [www.hcareers.com/article/career-advice/5-top-reasons-why-hotel-managers-have-the-best-job](http://www.hcareers.com/article/career-advice/5-top-reasons-why-hotel-managers-have-the-best-job)
- <http://www.besthospitalitydegrees.com/faq/what-does-a-hotel-manager-do>
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