



ASSIGNMENT INFORMATION

Due Date

Monday, January 25, 2021

9:00 AM

Points Possible

135

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Week 3 Assignment - Careers in Food and Beverage

Overview

The following articles provide an overview of the various responsibilities of managers that are commonly found in the hospitality and tourism industry.

- [Career Paths of a Hospitality Management Student.](#)
- [A Day in the Life of David Lindahl, General Manager of Daily Diner Frogtown.](#)
- [A Day in the Life of a Hotel General Manager.](#)

Instructions

Write a 4–5 page paper in which you:

- Describe the various types of management careers that can be offered within each industry (lodging, and food & beverage).
- Compare and contrast the differences between the General Management (GM) positions within the two industries.
- Analyze and describe the growth in overall employment within these two industries and how this overall growth is forecasted within the next 10 years.
- Recommend at least three human resource practices in which each industry can better recruit and retain management talent for their respective industry.
- Use the [Basic Search: Strayer University Online Library](#) to find at least three academic resources. Note: Wikipedia and similar Websites are not considered quality references.

This course requires the use of Strayer Writing Standards. For assistance and information, please refer to the Strayer Writing Standards link in the left-hand menu of your course. Check with your professor for any additional instructions.

The specific course learning outcome associated with this assignment is:

- Describe management careers, employment outlook, and HR staffing practices of the lodging and food and beverage industries.

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	Unacceptable	Needs Improvement	Satisfactory	Competent	Exemplary
Describe the various types of management careers that can be offered within each industry (lodging, and food and beverage).	0 (0.00%) Did not submit or incompletely described the various types of management careers that can be offered within each industry (lodging, and food & beverage).	13.1625 (9.75%) Insufficiently described the various types of management careers that can be offered within each industry (lodging, and food & beverage).	15.1875 (11.25%) Satisfactorily described the various types of management careers that can be offered within each industry (lodging, and food & beverage).	17.2125 (12.75%) Competently described the various types of management careers that can be offered within each industry (lodging, and food & beverage).	20.25 (15.00%) Thoroughly described the various types of management careers that can be offered within each industry (lodging, and food & beverage).
Compare and contrast the differences between the General Management (GM) positions within the two industries.	0 (0.00%) Did not submit or incompletely compared and contrasted the differences between the General Management (GM) positions within the two industries.	17.55 (13.00%) Insufficiently compared and contrasted the differences between the General Management (GM) positions within the two industries.	20.25 (15.00%) Satisfactorily compared and contrasted the differences between the General Management (GM) positions within the two industries.	22.95 (17.00%) Competently compared and contrasted the differences between the General Management (GM) positions within the two industries.	27 (20.00%) Thoroughly compared and contrasted the differences between the General Management (GM) positions within the two industries.
Analyze and describe the growth in overall employment within these two industries and how this overall growth is forecasted within the next 10 years.	0 (0.00%) Did not submit or incompletely analyzed and described the growth in overall employment within these two industries and how this overall growth is forecasted within the next 10 years.	21.9375 (16.25%) Insufficiently analyzed and described the growth in overall employment within these two industries and how this overall growth is forecasted within the next 10 years.	25.3125 (18.75%) Satisfactorily analyzed and described the growth in overall employment within these two industries and how this overall growth is forecasted within the next 10 years.	28.6875 (21.25%) Competently analyzed and described the growth in overall employment within these two industries and how this overall growth is forecasted within the next 10 years.	33.75 (25.00%) Thoroughly analyzed and described the growth in overall employment within these two industries and how this overall growth is forecasted within the next 10 years.

	Unacceptable	Needs Improvement	Satisfactory	Competent	Exemplary
Recommend at least three human resources practices in which each industry can better recruit and retain management talent for their respective industry.	0 (0.00%) Did not submit or incompletely recommended at least three human resource practices in which each industry can better recruit and retain management talent for their respected industry.	21.9375 (16.25%) Insufficiently recommended at least three human resource practices in which each industry can better recruit and retain management talent for their respected industry.	25.3125 (18.75%) Satisfactorily recommended at least three human resource practices in which each industry can better recruit and retain management talent for their respected industry.	28.6875 (21.25%) Competently recommended at least three human resource practices in which each industry can better recruit and retain management talent for their respected industry.	33.75 (25.00%) Thoroughly recommended at least three human resource practices in which each industry can better recruit and retain management talent for their respected industry.
Three references.	0 (0.00%) No references provided.	4.3875 (3.25%) Does not meet the required number of references; all references poor quality choices.	5.0625 (3.75%) Does not meet the required number of references; some references poor quality choices.	5.7375 (4.25%) Meets number of required references; all references high quality choices.	6.75 (5.00%) Exceeds number of required references; all references high quality choices.
Clarity, writing mechanics, and formatting requirements.	0 (0.00%) More than eight errors present.	8.775 (6.50%) 7–8 errors present.	10.125 (7.50%) 5–6 errors present.	11.475 (8.50%) 3–4 errors present.	13.5 (10.00%) 0–2 errors present.

Name: **w03a1**

Description: **w03a1: Week 3 Assignment - Careers in Food and Beverage**

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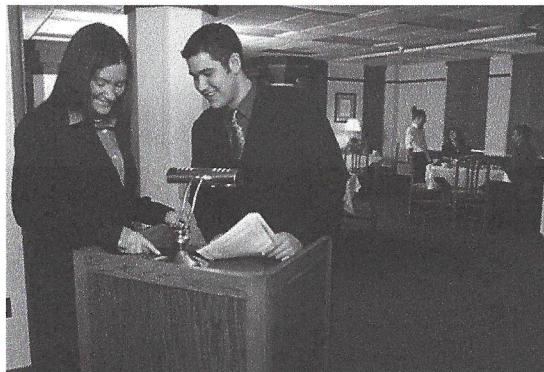


Career Paths Of A Hospitality Management Student

Hcareers / JUNE 30 2009

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Summary



Overview

Whether you are just getting ready to graduate from high school, or you are looking at a career change, hospitality management may be a career path to consider. Getting a college degree in hospitality management gives you the skills needed to prepare you for the wide open field of hospitality. Once you have graduated, you can take several paths to apply your degree.

Food and beverage managers work throughout the nation in catering companies, hotels, restaurants, and anywhere else food is served. According to the United States Department of Labor, It is the duty of the food and beverage manager to oversee all operations of restaurants and on-property food services. This can include human resources, ordering food and supplies, customer service, financial tracking and inventory. Food and beverage managers will also spend much of their time training and evaluating employees to attain top quality customer service. They may also be responsible for the discipline and conflict resolution of employees as well. A food and beverage manager can expect to make between \$29,870-\$67,822 a year, with the higher end of the salary range reserved for managers working in large resort hotels and exclusive properties.

Human Resources

Degrees in hospitality management may also give you the skills to work a human resources manager for a variety of businesses in the hospitality field including restaurants, hotels, casinos and spas. A human resource manager is responsible for all duties revolving around employees. This can include paychecks, benefits, insurance, hiring, firing, and conflict resolution. A human resources manager can expect to make between \$59,574-\$109,938 a year, with the higher end of the salary range reserved for managers working in large resort hotels and exclusive properties. Human resource managers can also expect to make more by working in hotel chain corporate offices.

Lodging Management

Hospitality management students may also want to consider a career path in lodging management. Lodging management includes hotels, motels, resorts, and any other property that provides lodging to travelers. Managers in this area of hospitality are in charge of the daily operations of the property. These can include marketing, employee relations, customer relations, budget, sales, and facilitating the smooth operation of the property. A manager in lodging can expect to make between \$30,688-\$100,525.

Casino Management

jobs in your area for employment. However, casino management can be one of the most lucrative positions in the hospitality field. With this increase in income also comes added responsibility. Casino managers are responsible for the smooth operation of the facility. They are also in charge of customer relations, facility management, employee relations, and the added responsibility of security. Since casinos have large sums of money circulating the casino floor at any time, casino managers have the added responsibility of security over the money against con artist and thieves. A casino manager can expect to make between \$124,618 and \$338,199 each year. Casino managers usually work their way up from casino floor security or through corporate operations. Each casino establishes its own set of standards for education and experience needed to become a casino manager.

Travel and Tourism Management

Hospitality management students may also want to consider career paths in travel and tourism management. Jobs in this field include travel agents, cruise directors, sales managers, and tour managers. These professionals are in charge of all factors that revolve around traveling. This can include booking travel, overseeing guest entertainment, managing staff, budgets, sales and marketing. In many cases Travel and tourism managers get to travel themselves throughout the United States and the World, or get substantial discounts on travel. Travel and Tourism managers can expect to make between \$32,000 and \$124,616 a year with the higher end of the salary range being reserved for government authorized travel agents and in-house corporate travel agents.

References

[Food and Beverage Management](#)

[Hospitality Management Salary Information](#)

[Gaming Services Management](#)

A Day in the Life of David Lindahl, General Manager of Daily Diner Frogtown

by Claire Stanford | Jul 19, 2013, 7:02am CDT



Since opening earlier this year, **Daily Diner Frogtown** has already garnered a lot of attention for both its food (fried chicken and waffles with homemade maple syrup, anyone?) and for its mission. As part of the Union Gospel Mission Twin Cities, the Diner provides job training for men and women transitioning out of homelessness, addiction, and poverty.

General manager **David Lindahl** has worked in the restaurant business for the past 35 years, including 15 years as the general manager of Timber Lodge Steak House and four years operating **Hotdoggin'it** in Robbinsdale, which he co-owned with his wife. He gave us a peek at a day in his life as the manager of Daily Diner Frogtown, from an early morning rise to pounding the pavement in the Frogtown neighborhood.

5:15 a.m.: Rise and shine! Make coffee, iron a shirt, get ready and go! I have a 45 minute drive to work, so I need to get up and hit the road early.

7 a.m. - 8 a.m.: Arrive at the Daily Diner Frogtown. The first thing I do—before anything else—is take time to connect with each of my staff. Then it's time to check the deliveries, make sure prep lists are filled out, and make

adjustments as necessary. Check for reservations, fill out seating charts, and go over any specific details for service and menu items for the day.

8 a.m. - 2 p.m.: I manage the floor, expedite food to our customers, and do the easiest, most enjoyable, and most important part of my job—visit with our guests! Keeping your finger on the pulse of the restaurant is vitally important, and I think managers are foolish if they don't make this a regular part of their daily routine. How do you know what's really happening if you are unwilling to work in the trenches yourself? Sorry, didn't mean to preach...

2 p.m. - 4 p.m.: My afternoons vary from day to day. As a the manager of a new business (just opened in April), it is critical for me to get out a couple times a week and canvass local businesses. I ask for the manager or supervisor, tell them I won't take much of their time, and briefly give them an overview of what the Daily Diner is all about. I always drop off an incentive gift, like one of our Daily Diner coffee mugs, a few \$5.00 off coupons, and as many take-out menus as they want. This a perfect time to make sure the community knows who we are and a chance for us to put a face to the Daily Diner.

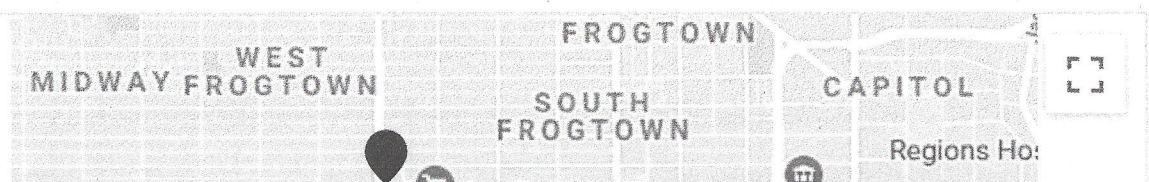
The Daily Diner is more than just a restaurant. As part of the Union Gospel Mission Twin Cities, the Diner will also serve as an on-the-job training program for men and women transitioning out of homelessness, addiction, and poverty. So right now, part of my afternoon is spent writing and gathering training materials for our first set of trainees who are starting in August. This is a time-consuming task, but we are really looking forward to being able to use the skills and talents we have to help people in need get on their feet! Afternoons also allow time to follow up on any catering orders we have, return calls, and respond to emails.

4 p.m. - 9 p.m.: Time for the dinner crowd! Our evenings are still uneven, so sometimes there is time to check on sales trends, write schedules, and tidy up any loose ends—things like schedules for daily specials, new menu items, etc. We just made major changes to our appetizer, salad, and burger menus, and It's really beginning to create some excitement! Especially the burger menu, with additions like the Firecracker (this one has some kick with pepper cheese, grilled jalapenos, and habanero pepper sauce) and the Bullfrog (a juicy hamburger nestled between two grilled cheese sandwiches). It's a lot of burger!

9 p.m.: It's been a long, but really good day. It's time to clean up and go home—tomorrow's on its way...

- All Coverage of Daily Diner Frogtown [Eater MPLS]
- All Coverage of Greasy Spoons Week [Eater MPLS]

[Photo: City Pages]



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09/30/2014

A Day in the Life of a Hotel General Manager

Are great hotel general managers born or can they be made? The answer is probably a little bit of both. Education, training and on-the-job experience are all important elements that contribute to the effectiveness of a hotel general manager. The very best-of-the-best hotel general managers hone their skills and used their innate senses to make the hotel they manage stand out from the competition.

Personality Traits

As trite as the expression may be, you have to be a "people person" if you want to work in the hospitality industry. While management styles do vary, there are certain characteristics that are universal. The best hotel general managers exude confidence and enthusiasm in the work they do. They truly love what they do and it shows. Honesty and integrity are a given and your hotel GM should be straightforward and able to accept criticism. He or she should be consistent, focused, and able to motivate employees.

Employees

First, let's start with the fact that no two days are ever alike for a hotel general manager. It is typical to encounter something new every day. Most hotel GMs start their day early and spend a full day on the property site. Many arrive at 7:00 am and do not get home until 7:00 pm.

Walking through the lobby door as daylight emerges, the hotel general manager heads directly toward the front desk to check-in with the manager and clerks. Greetings are exchanged and then any issues from the previous night are addressed.

While most of the guests are still up in their rooms, the hotel GM uses the quiet time to walk through the lobby and make sure it is ready when guests come down and are ready to start their day. The GM may tidy up a bit, straightening magazines and making sure the current day's newspaper is available. He or she will make sure the lights are all turned on and the TVs are tuned to the right channels.

All of the time, while the GM is walking around the lobby and other public areas of the hotel, he or she is interacting with employees and guests. Communication is a big part of the job and a friendly smile and some encouraging words puts everyone in a positive mood.

Early morning is also the time for meetings. Each department usually holds a pre-shift meeting to get ready for the day. The hotel GM tries to make time to attend meetings with the housekeeping staff, the front desk personnel, sales & marketing team, and other departments that all contribute to the success of the hotel. While the hotel GM meets with individual departments, he also schedules a group meeting with all the department heads.

All of this usually gets done before 9:00 am, but that does not mean that the GM can slack-off the rest of the day. The rest of the day is filled with responding to voice mail messages, reading and writing emails, making phone calls, reviewing documents and checking key statistics and hotel performance data.

After finding some time to grab lunch, the hotel GM may do another tour of the property. He or she may check a few rooms for cleanliness, talk with staff members, and have an engaging conversation with a hotel guest. While walking around the grounds, the GM always carries his smartphone so he can be reached at any time or can make a call at a moment's notice.

You have to love your job to be a great hotel general manager. Being an effective hotel GM requires energy, enthusiasm, technical knowledge and excellent leadership skills. Even when you go home for the day, you are never really off-duty. If there is an emergency at the hotel, your phone will ring.

Realted Articles:

1. 5 Top Reasons Why Hotel Managers Have The Best Job

<http://www.hcareers.com/us/resourcecenter/tabid/306/articleid/1273/default.aspx>

2. 10 Ways to Help an Effective Hotel General Manager

<http://hmghotelsblog.com/2014/09/29/10-ways-to-help-an-effective-hotel-general-manager>

3. The Day in the Life of a Hotel GM vs. CEO

<http://hospitality.cvent.com/blog/charmed-by-hospitality-marketing/the-day-in-the-life-of-a-hotel-gm-vs-ceo>

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