

3. MANAGEMENT

Managers are often involved in all aspects of a company's operation. In addition to an understanding of the tasks of all the front line and supervisory positions, managers are involved in planning, research, administration, finance, development of policies and procedures, decision-making, trouble-shooting and external communication. In some operations, a manager may be in charge of all of these areas.

In larger operations, there may be several managers to share the tasks with. For example, there may be managers, assistant managers and department managers, all of whom are supervised, directly or indirectly, by a general manager.

4. EXECUTIVE

There are two types of executive positions: the corporate executive and the owner/operator. They differ in the types of workplaces and in their ability to make decisions with or without a board of group convening.

Corporate executives are often found in regional, national or international properties. They may have titles like General Manger, Vice-President, President of Chair and may oversee a whole chain of operations. They often report to a board of directors. Executives are also found in organizations that support tourism, such as Gov-

ernment and tourism associations like the Bahamas Hotel Association.

Owner/Operators run and own their own businesses. They may have staff, or they themselves may be the only employee of the business. An owner/operator likely does the same tasks of the corporate executive, but may also do all or many of the day-to-day tasks of the business.

TOURISM PROFESSIONALS ARE:

- *accountable* • *honest* • *loyal*
- *accurate* • *confident* • *moral*
- *conscientious* • *consistent* • *friendly*
- *flexible* • *respectful* • *patient*
- *resourceful* • *enthusiastic* • *willing*
- *punctual* • *helpful* • *reliable*

BAHAMAS HOTEL ASSOCIATION MISSION STATEMENT

The Bahamas Hotel Association (BHA) serves the needs of its members by facilitating the profitability, quality, and sustainability of tourism for The Bahamas.

Workforce Development
Core Value

"Broaden Your Horizons—Strengthen Your Knowledge"
Workforce Development Team

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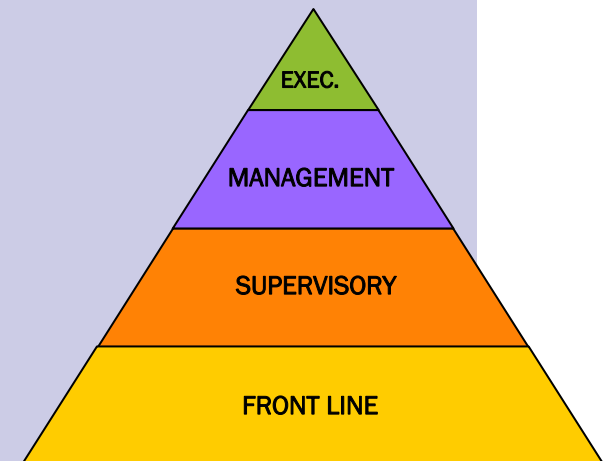
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TOURISM CAREER PATH BROCHURE

Career Path



TOURISM: GET INTO IT!

TOURISM: A WORLD OF OPPORTUNITY

CAREER PATH

You may have an idea of the sector you want to work in. You may still need to decide on the tourism career path category appropriate to your skills, abilities and background. An expanded look at the FOUR categories should give you a better idea of where you might fit or how you might proceed in your planning.

4 CATEGORIES OF JOBS

1. **Front Line**
2. **Supervisory**
3. **Management**
4. **Executive**

1. FRONT LINE

Many people with tourism careers start in front line positions. These positions generally involve direct contact with customers and often require people to work together as a team to meet customers' needs and expectations.

Experience/Skills

All employers look for individuals who have a professional manner, attitude and appearance. This is important because the business survives if customers needs and expectations are met, and one of these expectations is approachable, congenial, helpful staff.

Employers will generally hire those who have more than the minimum experience and skills. So the more skills and experience you gain, the more you can offer to a prospective employer. Volunteer work, courses in computer use, service excellence workshops, industry-related seminars, apprenticeship programs: all can be beneficial to you as you seek a career in tourism.

In addition, each position always requires its own set of job skills — those specific skills required to do the job you are hired to do. In some positions, it is possible to learn these skills on the job. Some positions require prospective employees to have the necessary training and skills before they are hired.

2. SUPERVISORY

Supervisors often perform, as well as oversee, front line duties. They coach their teammates, offering direction, setting and/or enforcing guidelines and policies and generally ensure work is done as efficiently and as professionally as possible.

They may also assist in hiring, training, disciplining, motivating and promoting staff; prepare work schedules, prepare payroll records and review staff performance.

The role of a supervisor can be quite varied.

Experience/Skills

In tourism, like other industries, supervisors are often promoted from front line positions. Those promoted generally are motivated to do the job well and generally have, in addition to the specific skills required, a strong sense of professionalism (e.g. dedication, enthusiasm), an exemplary attitude and excellent communication skills. Those who wish to become supervisors should improve or expand the skills required in the related front line positions. As a supervisor, you will have to know the front line positions very well in order to oversee them.

Much of a supervisor's position relates to managing staff; a knowledge of, and ability to use good people's skills is generally an asset.