

Entertainment and Hospitality Management - Hospitality

Tourism and hospitality is a diverse industry offering long-term career opportunities for enthusiastic individuals who want flexibility, variety, and rapid growth potential. Currently, there are more than 4 million guest rooms in the US with tourists and business people spending \$500 billion each year for travel. Individuals in hospitality and tourism can work indoors, with standard hours or flexible hours, weekends or overnight shifts, in seasonal or year-round jobs.

Career areas include lodging and accommodations, food and beverage, travel and tourism, event planning, casinos, and airlines. Hospitality is a service-based industry so regardless of what position you're in, you will always be dealing with customers directly or working with people to improve the customer experience. Hospitality offers plentiful opportunities locally and internationally. If you possess strong communication skills, enjoy working in a fast-paced year-round environment, and have a desire to provide excellent service to others, a career in hospitality is for you!



Source: California State University, Fullerton Entertainment and Tourism Management

Average Salary & Trajectory*

Entry-Level

\$33,000 annually

- Concierge
- Front Office Agent
- Event Organizer
- Event Planner

Mid-Level

\$49,000 annually

- Property Manager
- Lodging Manager
- Assistant Property Manager
- Food Service Manager
- Restaurant Manager

Executive-Level

\$103,000 annually

- Operations Director
- Facilities Manager
- Purchasing Manager
- Strategic Sourcing Manager
- Hotel General Manager

Learn More With O*Net

Visit O*Net OnLine to explore the sample roles in hospitality. The database provides career exploration tools to the public at no cost and is continually updated by surveying a broad range of workers from each occupation. Learn about the knowledge, skills, tasks, and activities required for each occupation, as well as median wages and employment trends reported by the Bureau of Labor Statistics and other federal agencies.

01 Visit O*Net OnLine at www.onetonline.org

02 Refer to the sample job titles listed in the "O*Net Keywords" section below

03 Enter phrase into O*Net's "Occupation Search" to explore sample roles

O*Net Keywords:

- Hospitality
- Hotel
- Restaurant
- Tourism

Roles:

- Front Office Agent
- Event Planner
- Resort Clerk
- Food/Beverage Manager

*Note: Salaries are highly dependent on location, company type, and candidate experience/education. For the purposes of this guide we are providing average starting salaries as determined by the National Association of Colleges and Employers (NACE), overall average salaries as determined by the U.S Bureau of Labor Statistics (BLS), as well as supplemental information found from various industry-specific sources.

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Skills/Experience Suggested:

- Passion for customer service
- Ability to work under pressure with minimum supervision
- Capable of effective communication with clients, guests, staff
- Ability to multitask in a fast-paced environment, with attention to detail
- Excellent in time management, organizational and managerial skills

Advanced Degrees:

- Masters of Business Administration

Professional Associations:

- Hospitality Sales & Marketing Association International (HSMAI)
- Hospitality Financial and Technology Professionals (HFTP)
- World Travel and Tourism Council (WTTC)
- Orange County Visitors Association (OCVA)
- American Hotel and Lodging Association (AH&LA)
- Meeting Professionals International (MPI)

Campus Resources:

- Behind the Scenes—a student/industry alliance
- Entertainment and Tourism Club
- Entertainment and Tourism Management Center (SGMH 5357)

Don't forget to check out the list of career path advisors
business.fullerton.edu/Programs/Undergraduate/#career-path-advisors

Industry Research & Tools:

- Entertainmentcareers.net
- Wetfeet.com
- What Can I Do with This Major—accessible through Career Services website
- Vault.com— accessible through your Student Portal

Job & Internship Search Sites:

- Entertainmentcareers.net
- Indeed.com
- Internships.com
- LinkedIn.com
- Vault.com—accessible through your Student Portal
- Titan Connection—accessible through Career Service website

Employers Hiring Mihaylo Graduates:

