Hotel Management

DKN Hotels
A PASSION TO MAKE A DIFFERENCE
What do we do?

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 Success, comprise a balanced 3 leg stool and are how we measure Success at DKN Hotels.

Skills Required to be a successful manager:

- 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 each 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?

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 - 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 x .749 = 176
Math Problem – Calculating 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?

\[(159 \times 2)0.17 + (159 \times 2) = $372.06\]
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 x 0.822 x 31 = 3057 – March 2017
120 x 0.86 x 31 = 3199 – March 2018
3199 – 3057 = 142 – Difference
142/31 = 4.58/ night
Education Needed

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