
Hotel Management Roles Cheat Sheet

Role	Main Tasks	Skills / Qualities	Goal
General Manager (GM)	Leads the whole hotel, checks rooms, food, staff, guests, plans budgets, solves problems	Friendly, professional, problem-solver	Make hotel run well and guests happy
Director of Operations	Manages daily work, checks departments, trains managers, improves efficiency	Organized, supportive, practical	Ensure smooth work and great guest experience
Regional Manager	Oversees many hotels, visits hotels, meets managers, improves service and profit	Good leader, organized, adaptable	Improve performance and plan future growth
Sales & Marketing Director	Promotes hotel, plans ads, online marketing, partnerships, talks to travel agencies	Creative, persuasive, strategic	Attract more guests and increase income
HR Director	Manages employees, hires staff, trains, solves staff problems	Friendly, fair, supportive	Keep team happy and motivated
Finance Director	Manages money, prepares budgets, checks spending, reports profit	Honest, careful, good with numbers	Keep hotel financially stable
Front Office Manager	Manages reception, check-in/out, bookings, guest services	Polite, organized, customer-focused	Make guests feel welcome and happy
F&B Manager	Manages restaurants, bars, menus, food quality, staff	Organized, friendly, cost-aware	Create great dining experience
Revenue Manager	Studies room sales, prices, trends, plans offers	Analytical, smart, detail-oriented	Maximize hotel profit
Executive Housekeeper	Manages cleaning team, rooms, public areas, supplies	Careful, organized, attentive	Keep hotel clean and comfortable
Guest Relations Manager	Helps guests with problems, VIPs, feedback	Friendly, patient, professional	Make guests feel important
Concierge	Helps with activities, transport, tickets, info about city	Knowledgeable, polite, helpful	Make guest stay easy and enjoyable
Events Manager	Plans weddings, conferences, meetings, manages staff	Organized, creative, calm	Make events successful and memorable

Role	Main Tasks	Skills / Qualities	Goal
Front Desk Supervisor	Supports front office manager, guides staff, solves guest problems	Polite, efficient, responsible	Keep reception smooth and guests happy
Training Manager	Teaches staff skills, organizes courses, helps new employees	Patient, clear, encouraging	Make staff skilled and confident

☒ **Tip for learning:**

- Focus first on **role + main task + goal**.
- Then remember **key skills/qualities**.