

Career Focus on...

Hospitality and Recreation Management

Introduction

- Do you like working with people?
- Are you interested in a career in a fast-paced, service oriented environment?
- Would you like to work in food services, hotel management, or the gambling and recreation industries?

If you answered “yes” to these questions, you may want to consider a career in Hospitality and Recreation Management.

Did You Know... ?

- Between 2008 and 2018, Massachusetts employment in the hotel and leisure industry is expected to grow approximately 5.5%. Based upon results of the recent gambling legislation, however, industry growth could be higher than the 5.5% originally projected.
- As in many industries, technology is changing the way business is done in the hotel and leisure industries. It's important for employees – and especially managers – to be up-to-date with point-of-service, inventory tracking, booking, and personnel schedule and payment systems.
- Many managers and chefs are part owners of the establishments they manage.

Hospitality and Recreation Management @ QCC

The goal of the Hospitality and Recreation Management Program is to provide business academics in an entrepreneurial, experiential setting that provides graduates of the Hospitality and Recreation Management Program the confidence, knowledge and skills to successfully advance the area's Hospitality and Recreation Industry.

Upon completion of the program graduates will be able to:

- Demonstrate and develop leadership skills through group cooperation
- Demonstrate and develop technical skills through practical “real life” experience in the industry
- Recognize the importance of outstanding guest service quality and ethics
- Demonstrate improved ability to exercise judgment and critically analyze problems
- Demonstrate professional written, oral and non-verbal communication skills

Career Options

FRONT DESK CLERK

Median Annual Salary: \$19,480

Recommended Education: High School diploma (H.S.) or G.E.D.

www.bls.gov/oco/ocos132.htm

EXECUTIVE CHEF

Median Annual Salary: \$38,770

Recommended Education: Associate degree (A.S.)

www.bls.gov/oco/ocos330.htm

EVENT PLANNER

Median Annual Salary: \$44,260

Recommended Education: Bachelor degree (B.S.)

www.bls.gov/oco/ocos298.htm

LODGING MANAGER

Median Annual Salary: \$45,800

Recommended Education: B.S.

www.bls.gov/oco/ocos015.htm

FOOD SERVICE MANAGER

Median Annual Salary: \$46,320

Recommended Education: A.S.

www.bls.gov/oco/ocos024.htm

GAMING MANAGER

Median Annual Salary: \$68,290

Recommended Education: H.S. or G.E.D., A.S. preferred

www.bls.gov/oco/ocos275.htm

Worcester Area Employers

- Beechwood Hotel
- Peppers Fine Foods
- Neet Events
- Worcester Senior Center
- The Courtyard Marriott
- Hilton Garden Inn
- Via Italia
- 111 Chop House
- The Sole Proprietor
- The Manor Restaurant and Banquet Facility
- Maxwell Silverman's Toolhouse

Next Steps

Wondering if Hospitality & Recreation Management is right for you?

- Take a Career Assessment to match your interests with potential careers: www.qcc.mass.edu/t3/ort/sites.html#careerassess
- Research the web links on this *Career Focus* page, as well as links suggested online under Career Information: www.qcc.mass.edu/t3/ort/sites.html#careerinfo
- Conduct an Informational Interview with someone employed in the field. For more information on how to do this, review the Informational Interview links online: www.qcc.mass.edu/t3/ort/sites.html#infointerview
- Attend a Career Planning Session. For more information, and the current schedule, visit Career Academic Personal Success (CAPS) online: www.QCC.edu/services/academic-advising/career-academic-personal-success
- Speak with an Advisor: www2.qcc.mass.edu/advising/
- Speak with QCC Faculty who teach Hospitality & Recreation Management courses.

Sources Used

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2010-11 Edition*:

- Chefs, Head Cooks, and Food Preparation and Serving Supervisors: www.bls.gov/ocolocos330.htm
- Food Service Managers: www.bls.gov/ocolocos024.htm
- Gaming Services Occupations: www.bls.gov/ocolocos275.htm
- Hotel, Motel, and Resort Desk Clerks: www.bls.gov/ocolocos132.htm
- Lodging Managers: www.bls.gov/ocolocos015.htm
- Meeting and Convention Planners: www.bls.gov/ocolocos298.htm

Massachusetts Executive Office of Labor and Workforce Development, “Long-Term Industry Projections, 2008-2018.” lmi2.detma.org/Lmi/Industry_Projection.asp

Bureau of Labor Statistics, U.S. Department of Labor, *Career Guide to Industries, 2010-11 Edition*:

- Food Service and Drinking Places: www.bls.gov/ocolcg/cgs023.htm
- Hotels and Other Accommodations: www.bls.gov/ocolcg/cgs036.htm

Quinsigamond Community College, “Hospitality & Recreation Management:”

- www.QCC.edu/academics/hospitality-recreation-management/hospitality-management-option

Professional Associations

- Meeting Planner International: www.mpiweb.org
- National Restaurant Association: www.restaurant.org
- American Culinary Federation: www.acfchefs.org
- American Hotel and Lodging Association: www.ahla.com
- Council on Hotel, Restaurant and Institutional Education: www.chrie.org
- Chefs Collaborative: www.chefscollaborative.org

Positions Entered by

QCC Graduates

- Activities Director
- Café Seller
- Event Planner
- Server

Employment, Co-op, Internship, or Service Learning

Opportunities

Contact the Career Placement Services Office: www.QCC.edu/services/career-placement-services

Possible Transfer Schools

- Assumption College
- Fitchburg State University
- Johnson & Wales University
- UMass Amherst – Isenberg School of Management

Specific Transfer Information

- Start at the QCC Transfer web site: www.qcc.mass.edu/transfer
- Make an appointment online with the Transfer Advisor: www.qcc.mass.edu/transfer/calendar
- Email questions to: transfer@qcc.mass.edu