

# Hospitality Managers

A guide for newcomers to British Columbia



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## 1. Working as a Hospitality Manager [NOC 2021: 60031]

### ***Job Description***

Hospitality managers (also known as Accommodation service managers) plan, organize, direct, control and evaluate the operations of an accommodation establishment or of a department within such an organization. You will perform some or all of the following duties:

- Develop, implement and evaluate policies and procedures for the operation of the department or establishment
- Prepare budgets, monitor revenues and expenses and the hotel's overall financial performance
- Participate in the development of pricing and promotional strategies
- Negotiate with suppliers for the provision of materials and supplies
- Coordinate with clients for the use of facilities for conventions, banquets, receptions and other functions
- Recruit and supervise staff, oversee training and set work schedules
- Resolve customer complaints

Examples of accommodation are hotels, motels, resorts, bed and breakfasts, hostels, industry work camps and recreational "lodgings" such as campgrounds and RV sites.

Source: WorkBC Career Profile for Accommodation Service Managers

<https://www.workbc.ca/career-profiles/accommodation-service-managers>

## Industry Overview

British Columbia's *tourism sector* is important to the economy by providing nearly 154,400 jobs. In 2023, there were 5,095 people employed as Hospitality Managers in BC. The majority of these jobs are located in Vancouver and the Lower Mainland. However, both Vancouver Island and the Thompson/Okanagan regions also provide significant employment in this industry. BC's interior is home to a growing number of world-class ski resorts and wineries which is attracting increasing numbers of tourists.

## Employment Outlook in BC

### Hospitality Managers (Accommodation Service Managers)

#### Forecasted Job Openings (2023-2033)

3,410



Chart from WorkBC

Hospitality Service Managers are identified as a high opportunity occupation by WorkBC. JobBank Canada reports that the employment outlook in BC is very good for this occupation for the 2023-2025 period.

Source: Job Bank Canada <https://www.jobbank.gc.ca/marketreport/summary-occupation/12377/ca>

WorkBC provides job openings in BC regions from 2023-2033:

<b>Region</b>	<b>2023 Estimated Employment</b>	<b>Avg Annual % Change, 2023 to 2033</b>	<b>2023-2033 Estimated # of Openings</b>
Vancouver Island	1130	1.7%	890
Lower Mainland / Southwest	2280	1.4%	1600
Thompson-Okanagan	940	1.4%	490
Kootenay	370	-0.6%	150
Cariboo	150	2.3%	110
North Coast & Nechako	145	-0.1%	70
Northeast	90	1.5%	100

You can learn more about working as a **Hospitality Manager** in BC from:

- **WorkBC Career Profile for Accommodation Service Managers**  
<https://www.workbc.ca/career-profiles/accommodation-service-managers>
- **Career Cruising – Profile for Hotel Manager**  
<https://www.vpl.ca/digital-library/career-cruising>  
 Available from the VPL Digital Library | Explore our Digital Library page
- **WorkBC, Accommodation and Food Services Industry Profile**  
<https://www.workbc.ca/industry-profile/accommodation-and-food-services#view-full-profile>
- **Destination BC, The Value of Tourism**  
<https://www.destinationbc.ca/who-we-are/the-power-of-tourism-bc/>

### ***Types of Employers***

Hospitality/accommodation service managers are employed by hotels, motels, resorts, student residences, and other accommodation establishments, or they may be self-employed.

Typically hotels, resorts, and other types of accommodation are located in larger towns and cities, but they are also found at or near popular tourist sites that may

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be outside urban areas. Fishing or hunting lodges, guest ranches and similar types of accommodation may be found in rural or wilderness areas. The facilities may range in size from small boutique hotels with exclusive clientele to very large destination resorts. The hotels are a mix of independent owners and multi-national chains.

### **Salary**

In BC, the annual median salary for Hospitality / Accommodation Managers is \$64,174. Your income may vary greatly depending on the size and location of the hotel. Larger establishments in big cities may pay considerably more. In BC, provincial hourly rate can range from a low of \$18.50/hr to median of \$30.77/hr and up to high of \$60.10/hr.

Hospitality Managers are paid a yearly salary, and some may receive performance-based bonuses or profit sharing. This means that the more money the hotel makes, the larger the manager's bonus. This can add up to around 25% of your salaries.

In addition to their salaries, hotel managers usually receive benefits, including health coverage, paid sick leave, and paid vacation time. Some managers also receive perks, such as free meals, accommodation, and laundry service.

Sources: WorkBC and Career Cruising

In BC regions, you can expect to earn:

Community/Area	Low (\$/hour)	Median (\$/hour)	High (\$/hour)
<a href="#">British Columbia</a>	18.50	30.77	60.10
<a href="#">Lower Mainland–Southwest Region</a>	17.40	25.64	45.43
<a href="#">Thompson–Okanagan Region</a>	18.50	30.77	60.10
<a href="#">Vancouver Island and Coast Region</a>	18.50	30.77	60.10

Source: Job Bank Wage Report <https://www.jobbank.gc.ca/marketreport/wages-occupation/12377/BC>

In general, hotel managers work 10 to 12 hours a day. Evening and weekend work is common, although this can vary depending on the location and size of the hotel and the time of year.

In addition, hotel managers may be on call 24 hours a day. Even if you work from 8:00am to 6:00pm, you may have to stay another 4 hours to make sure that an event is successful. If there is an emergency during the night, managers may have to come in to handle the crisis.

Source: Career Cruising – Profile for 'Hotel manager'

## **2. Skills, Education and Experience**

### ***Skills***

- good with people; work well with others
- strong oral and written communication skills
- decision making and problem solving skills
- job task planning and organizing
- leadership
- business management
- entrepreneurial skills

### ***Education and Experience***

A university degree or college diploma in hotel management or other related discipline is usually required for managers employed by hotel chains or large accommodation establishments.

Several years of experience within the accommodation industry are usually required and may substitute for formal educational requirements.

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An alternative educational path is to take business or financial studies at college or university. Hotel chains often look for managers who are professionally qualified in accounting, budgeting, planning, cost-control, or finance.

It may be possible in certain situations (usually smaller, independent hotels and motels) to become a manager without formal post-secondary education. This is usually done by starting out in an entry-level position, such as front desk clerk, and then working your way up. However, this is increasingly rare.

Sources: WorkBC & Career Cruising

### **Qualifications**

This occupation does not require certification in British Columbia.

## **3. Finding Jobs**

You'll find job advertisements in local newspapers, trade journals, and electronic sources, as well as through professional associations' publications.

### **Local Newspapers**

You can look at the *Vancouver Sun* and *The Province* at Vancouver Public Library for free. Check the job postings daily, the careers section in the *Vancouver Sun* on Wednesdays and Saturdays and in *The Province* on Sundays.

### **Online Job Postings**

- **Go2HR**

<https://www.go2hr.ca/job-board>

The leading free job board for tourism and hospitality jobs in BC

- **Hospitality Jobs**

<https://www.hospitalityjobs.ca/en>

- **Indeed.com**

[https://ca.indeed.com/advanced\\_search](https://ca.indeed.com/advanced_search)

## ***Identifying the Right Position***

When you browse job advertisements, you'll find a range of different job titles that are relevant.

For hospitality managers, look for these related job titles:

- assistant manager, hotel
- bed and breakfast operator
- front desk manager
- guest-house operator
- hotel director
- reservations manager
- seasonal resort manager
- ski resort manager
- tourist home operator

## ***Creating a List of Potential Employers***

You can use directories to produce lists of hotels in Vancouver or the Lower Mainland. Contact them directly to find out if they're hiring.

- **HelloBC Accommodations Guide**  
<https://www.hellobc.com/plan-your-trip/accommodations/>
- **Tourism Industry Association of BC, Member Directory**  
<https://tiabc.ca/members/>
- **Go2HR Tourism Company Directory**  
<https://www.go2hr.ca/company-directory>
- **Business in Vancouver – Book of Lists**  
Available at Central Library 338.9711 B97b  
Try browsing through: Hospitality, Marketing & Tourism
- **Reference Canada**  
<https://www.vpl.ca/digital-library/reference-canada>  
Click on "Start Search" beside Canadian Businesses, then select the "Advanced Search" button. Select both "Keyword/SIC/NAICS" under Business Type and "City" under Geography. In the top search box enter "hotels" and click SEARCH.



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Select the appropriate headings. Lower down, select the Province, choose the cities, and click the "View Results" button.

*Available from the VPL Digital Library*

**NOTE:** *You can access this database from a Library computer. If you are using a computer from outside the Library, you will need a Vancouver Public Library card to login to this database. After clicking on the database name, you will be asked to enter your library card number and PIN (usually last four digits of your telephone number).*

## 4. Applying for a Job

In Canada, employers usually expect to receive a resume or curriculum vitae and a cover letter that identifies the position you are applying for and summarizes your relevant experience.

Use the library catalogue, <https://vpl.bibliocommons.com/> to find books on writing resumes and cover letters specific to your industry.

To learn about applying for jobs in Canada, use the following guides which are available in print at the Central Library or online at <https://www.vpl.ca/siic/>.

- **Writing Resumes and Cover Letters**  
<https://www.vpl.ca/siic/guide/job-search-resources/writing-resumes-and-cover-letters>
- **Getting Canadian Work Experience**  
<https://www.vpl.ca/siic/guide/job-search-resources/getting-canadian-work-experience>
- **Networking for Employment**  
<https://www.vpl.ca/siic/guide/job-search-resources/networking-for-employment>
- **Learn More About Working in BC and Canada**  
<https://www.vpl.ca/siic/guide/job-search-resources/learn-more-about-working-in-bc-and-canada>

## 5. Getting Help from Industry Sources

### ***Industry Associations***

Hospitality and tourism associations in BC and Canada provide information and assistance.

- **British Columbia Hotel Association (BCHA)**

<https://bcha.com/>

The BCHA represents the interests of the Hotel Industry throughout British Columbia, with over 600 hotel members and nearly 200 associate members.

- **Tourism HR Canada**

<https://tourismhr.ca/>

- **Go2HR**

<https://www.go2hr.ca>

- **Destination BC**

<https://www.destinationbc.ca/>

### ***Industry Journals***

Search for journals related to your profession. Examples include:

- **Foodservice & Hospitality**

Available at Central Library 647.905 F686 and online at:

<https://www.foodserviceandhospitality.com/>

- **Hotelier**

<https://www.hoteliermagazine.com/category/media/digital-issue/>

- **InnFocus**

<https://bcha.com/current-issues>

***Questions? Please ask the Information Staff in the Central Library, Vancouver Public Library or telephone 604-331-3603.***

*Please note that the information in this guide is also available online through the Skilled Immigrant InfoCentre website at <https://www.vpl.ca/siic>.*