



PRESENTATION

Career Exploration



OVERVIEW

- 1 Find out about the Hospitality Industry
- 2 Understand the various positions
- 3 Find out about the skills that will help you be successful
- 4 Take a tour of our hotel and meet our team



Ice Breaker
“I’d like to
introduce ...”



HOSPITALITY

What does the word Hospitality mean to you?



HOSPITALITY INDUSTRY

HOTELS



**FOOD
SERVICE**



**SPAS AND
RECREATION**



**CRUISE
LINES**

**THEME
PARKS**



AIRLINES



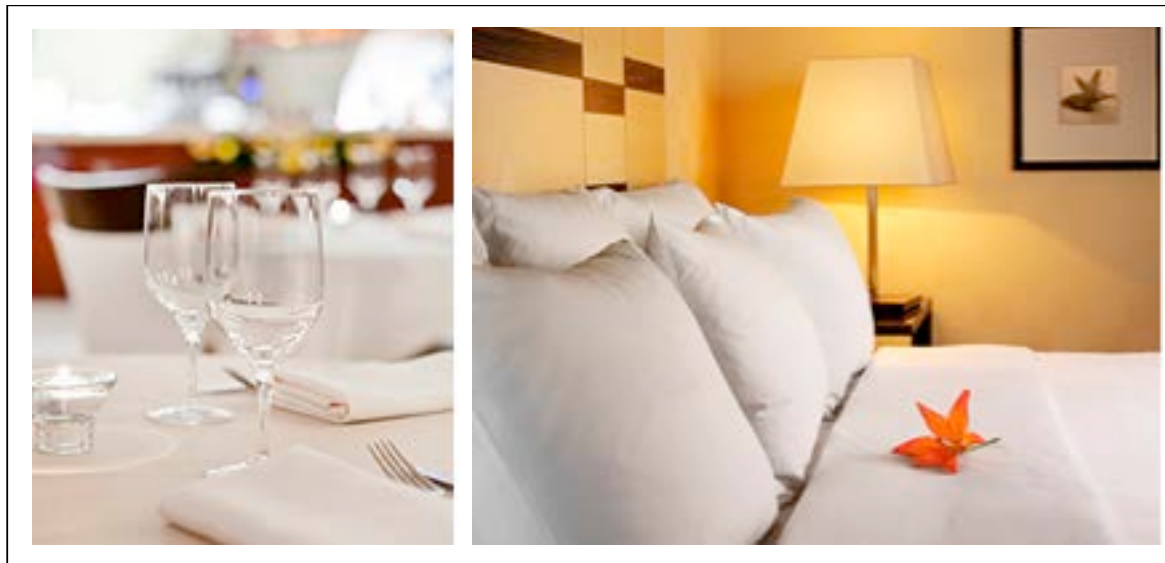
LET'S FIND OUT ABOUT OUR HOTEL ...



YOU AS THE GUEST

Have you ever been to a hotel or nice restaurant?

How did it make you feel?



POSITIONS IN THE HOTEL INDUSTRY

- 1 Food & Beverage:** Culinary, Restaurants & Room Service, Banquets, Bar & Lounge, Stewarding
- 2 Rooms Division:** Front Desk, Guest Services, Concierge, Housekeeping & Laundry, Spa & Fitness, Retail, Loss Prevention
- 3 Staff Services:** Finance & Accounting, Human Resources, Administration, Procurement
- 4 Technical:** Engineering, Audio Visual, Information Resources
- 5 Sales:** Sales & Marketing, Public Relations, Catering Sales, Reservations



MEET OUR TEAM ...



DELIVERING GREAT SERVICE

What are the steps?

- ▶ Greet the customer warmly using their name if possible
- ▶ Fulfill their request in a timely manner
- ▶ Give them a warm goodbye when they leave the premises



Ding
Ding!

HOW TO REMEMBER NAMES

- 1** | **Impression:** Observe, Study, Learn
- 2** | **Repetition:** Repeat, Use, Review
- 3** | **Association:** Business, Rhyme, Similar Name



Name Recognition Activity

PREPARING FOR YOUR DREAM JOB





THANK YOU!

