

A Focus on Jobs in the Industry – Understanding Hospitality Careers So You Can Teach About Them

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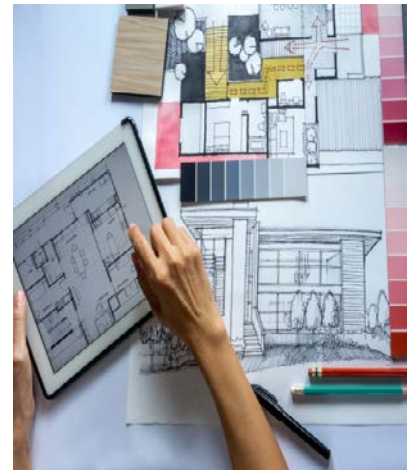
Explore Careers in Hospitality

- 9% of the workforce in America
- Advancement opportunities
- Wide range of interests and schedules
- Exciting and fun work environment

Hospitality Jobs You Teach About



Did You Realize?????



Educate Students on Options

- **Customer Service**
- *Accountants*
- *Lawyers*
- *Doctors*
- *Pilots*
- *Engineers / Architects*
- *Interior Designers*
- *Quality Control Specialists*
- *Landscapers*
- *Management*
- *Marketing*
- *Sales*
- *Reservationist*
- *Procurement*
- *Event Planning*
- *Culinary*



Basic Skills for Customer Service

Smile at people

Communicate
effectively

Active listening
skills



Work well with a team

Use computers
effectively

Role Play for Students: Hand Shaking

- Look the person in the eye and stand with good posture
- State a greeting when you extend your hand
- Firm grip but do not crush the other person's hand
- Should last 2 to 5 seconds
- Make sure hands are clean

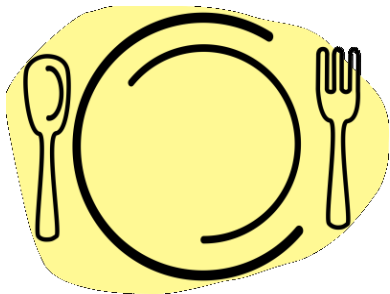


Tips for Teaching:

1. Require use of words used in hospitality etiquette:
 - My pleasure
 - Thank you
 - Please
2. Require use of body language used in hospitality operations
 - Eye contact
 - Smile
 - Proper hand shake

Teaching Basic Operations

Quality Control
Food Service



Quality Control Process



Role Play for Students: How to Vacuum

- Uncoil the power cord behind your vacuum and work forward from that point. This will keep the cord out of your way at all times.
- Make 3 or 4 passes overlapping your strokes
- Heavy traffic areas require up to 7 passes for full recovery
- ALWAYS vacuum against the nap



Tips for Teaching

- Focus on Importance of Cleanliness for Health and Safety
- Correlate Cleaning Skills to Personal Life
- Teamwork Exercises



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Food and Beverage Operations

900,000 food and beverage locations in the USA with 600 billion a year in revenue

Greet and seat

Serve the food

Take the order

Prepare the
food



Settle the
check

Clean after the
food is served

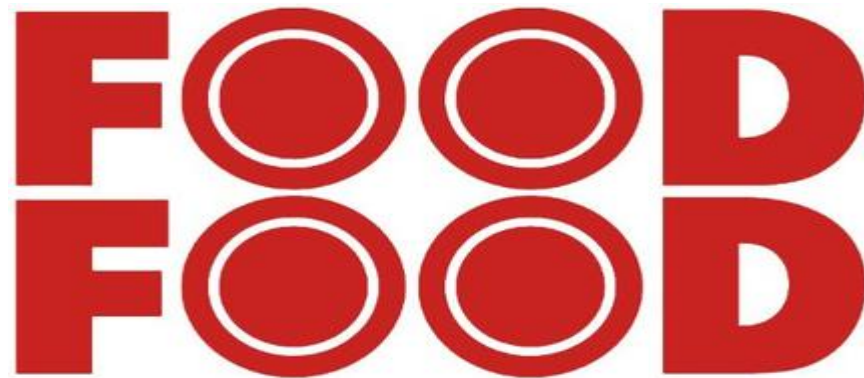
Order food
and plan
menus

Role Play for Students: Silverware Placement



Tips for Teaching

- Focus on Enjoyment of Cooking in relation to personal life
- Teach spices and how to use them
- Relate food service to special life events such as weddings
- Continuously discuss food safety



Expanding Career Opportunities

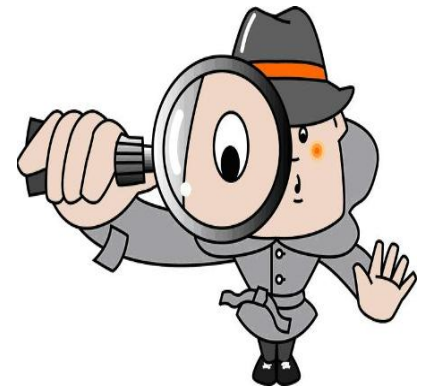
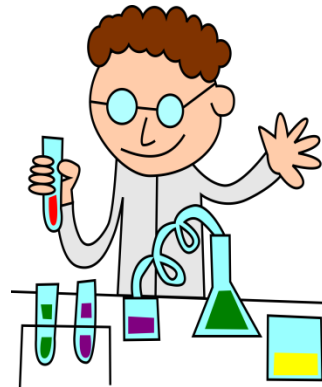


Tip for Teaching

Expand each traditional chapter of text book to include supporting industry careers

Example: When teaching about laundry rooms, add the importance of the people who develop the chemicals, establish the laws for operating the laundry room and enforce that standards are being met.

- Chemist
- Legal/ Government
- Quality Control



Take away for inspiring students:

1. Make classroom atmosphere resemble a hospitality environment
2. Make studying hospitality fun
3. Ask local hospitality operations to allow field trips to their facilities or come to the classroom and engage the students
4. Call me if I can help



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