

CAREERS IN HOSPITALITY



If you enjoy connecting with people and providing memorable experiences, a career in hospitality may be the perfect fit for you!

Hospitality is a service-based industry that focuses on customer satisfaction and how individuals engage with a place, product or experience. A career in this field involves the planning, organizing and managing of special events, restaurants, hotels, cruise lines, theme parks, airlines and more. For most major companies within the Hospitality industry, all functions of business exist: accounting and finance, human resources, sales, and marketing. So depending on your interests, you have several opportunities to pursue!

Fields in the Hospitality Industry

RESTAURANT AND FOOD OPERATIONS:

This field involves the planning and preparation of restaurants, catered events, food menus and prices, and more. Some common positions include:

- **Restaurant Manager:** Oversees staff and restaurant operations, monitors private parties and special events, hires and trains managers, and creates strategies to maintain customer interest.
- **Regional Chef:** Coordinates responsibilities and operations for restaurants in hotels or resorts. Also, purchases restaurant food and inventory, and negotiates prices.
- **Catering Manager:** Works with customers to meet their needs and organizes food and drink menus for events based on customer requests.

Skills for Success:

- **ServSafe Certified:** This is a food and beverage safety training and certificate program that is administered by the U.S. National Restaurant Association. Many employers and clients look for when hiring.

EVENT PLANNING:

This field includes working with companies or individuals to organize special events such as weddings, conventions, conferences, gatherings and more. Common roles include:

- **Events Manager:** Manages and arranges events, books the venues, creates a budget, negotiates contracts, and works directly with clients to identify event expectations.
- **Wedding Planner:** Works with clients to help organize, budget, and review all wedding planning: the wedding day, rehearsal dinner, bridal shower, day-after brunch, and other events.
- **Meeting Coordinator:** Coordinates vendors, staff, contractors, clients, and guests to execute conventions, meetings, and conferences.

Skills for Success: -----

- **Proficiency in Excel/Spreadsheets:** Gathering data and entering specific details into a spreadsheet helps a ton with the organization of planning a successful event.
- **Budget Tracking:** Preparing a budget and tracking event expenses will ensure a controlled situation where the client can feel confident with final decisions.

HOTEL MANAGEMENT:

This field entails managing hotel arrangements, staff, finances, guest accommodations and more.

Common positions include:

- **Hotel Manager:** Manages hotel operations and staff, interacts with guests, handles budgets and funds, and creates marketing tools to promote the hotel.
- **Director of Hotel Sales:** Maximizes sales opportunities of all market segments, and leads meetings with management staff focusing on sales strategies and goals.
- **Front Office Manager:** Welcomes guests when they arrive at the hotel and assists with room assignments. The front office manager also trains and manages the concierges, customer service agents, and security officers.

Skills for Success: -----

- **Languages:** Fluency in another language can be a great plus when applying for these positions.

Five Essential Skills for Success in Hospitality

Hospitality requires a strong set of specific skills in order to effectively provide clients with the service they need.

1. **Time Management:** Tracking activities and organizing a schedule helps keep the planning process running smoothly.
2. **Attention to Detail:** Paying attention to the smaller details and minimizing errors can make a big difference for the overall experience.
3. **Communication:** Communicating clearly and building rapport with customers creates loyalty and respect.
4. **Customer Service:** Meeting expectations, being polite, and serving with a smile is key to a happy customer.
5. **Cultural Awareness:** Customers come from different backgrounds, so it's important to be aware of and understand different cultural norms.

How to Explore Your Hospitality Career!

- **Meet with the Business, Entrepreneurship and Consulting Career Advisor or Ambassador!**
- **Join Hospitality Student Organizations in the School of Hospitality Leadership.**
- **Explore hospitality-specific professional organizations:**
 - American Hotel and Lodging Associations: AHLA represents segments of the hotel industry which include major chains, independent hotels, industry partners and more.
 - Convention Industry Council: Represents individuals, firms and properties in the events industry.
 - National Restaurant Association: Promotes food safety, innovates industry connectivity platforms, develops the workforce and more.