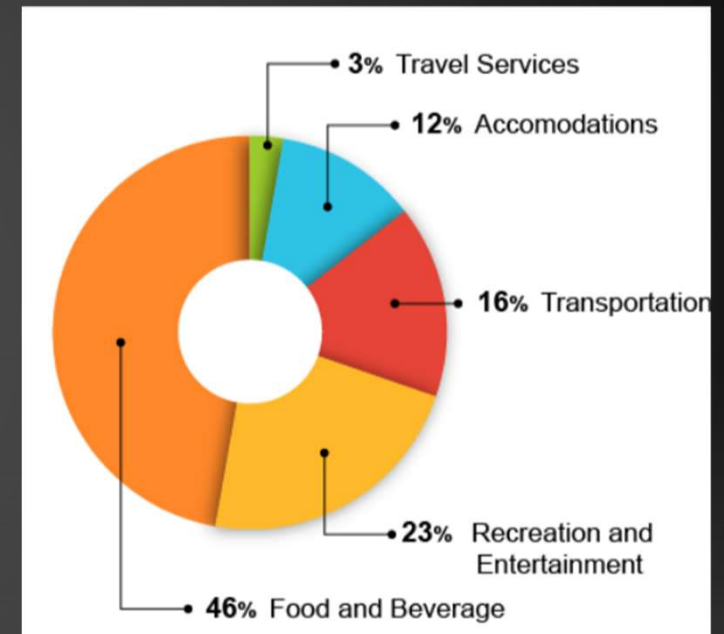


# CAREERS IN TOURISM



# THE TOURISM INDUSTRY'S FIVE SECTORS REVIEW:

- **Accommodation**
- **Food and beverage services**
- **Transportation**
- **Recreation and entertainment**
- **Travel services**



## CAREER OUTLOOK

- The hospitality and tourism industry employs 1.7 million people
- Most opportunities coming from the food and beverage, recreation and entertainment, and accommodation sectors.

## *SKILLS ASSOCIATED WITH THE DIFFERENT LEVELS OF RESPONSIBILITY*

- **Entry level**

- Generally, everyone in the hospitality and tourism industry begins at this level. They may work to please and service the direct needs of a guest or customer such as food servers, bellmen, bartenders and front desk clerks. Other entry-level positions work behind the scenes such as dishwashers, prep cooks, and those working in laundry services.

## *SKILLS ASSOCIATED WITH THE DIFFERENT LEVELS OF RESPONSIBILITY*

- **Supervisor**

- The majority of people in these positions are in charge of employees working at entry-level positions. They are generally promoted from an entry-level position, have extensive experience and possess the necessary skills to deal with and supervise others. They must communicate effectively, demonstrate leadership qualities and must be familiar with all duties involved, as they may need to fill-in when necessary; however, the majority of their time is spent in a supervisory role. Supervisors may be involved in hiring, training, evaluating and promoting staff, and scheduling shifts, depending on the sector.

# *SKILLS ASSOCIATED WITH THE DIFFERENT LEVELS OF RESPONSIBILITY*

- **Manager**

- Managers are one level above supervisors, and possess years of experience and education. In some organizations, there are teams of managers. If the organization is large, there may also be assistant managers. They perform supervisory duties, depending on the organization, and oversee the supervisors below them. They must possess strong communication skills and have good leadership qualities. Some managerial positions are involved in developing policies and procedures and may report to the director of operations, the executive director or committee.

# *SKILLS ASSOCIATED WITH THE DIFFERENT LEVELS OF RESPONSIBILITY*

- **Executive**

- Most executives have many years of experience and education. They possess leadership skills, good interpersonal skills and are very knowledgeable of the industry. They are responsible for everyone in the organization, as well as the day-to-day operations. Sometimes they may be a member of a board and report to the executive director or the board of directors. The owner of a small business would be at the executive level, as they oversee all operations of their business.

# CUSTOMER SERVICE

- Providing excellent **customer service** is something that is expected from every person who works in the **hospitality** industry
- **Customer service** is the support you offer your **customers** — both before and after they buy and use your products or **services** — that helps them have an easy and enjoyable experience with you.



# RECIPE FOR HAPPY TOURISTS

✓ 1 smile

✓ 2 eyes

✓ 1 voice

✓ 1 mind

✓ 2 ears

# WHAT WOULD YOU DO? SCENARIOS HOSPITALITY SERVICES

- Keeping the definition of customer service and the recipe for happy tourists in mind **explain what you would do in the following scenarios:**
  1. You overcharge a customer staying at your hotel and the customer does not notice
  2. You forget to put the “wet floor sign” in the lobby and have just mopped the floor. A customer slips and falls.
  3. You are having a bad day and a customer complains to the manager about your attitude.

## WHAT WOULD YOU DO? SCENARIOS HOSPITALITY SERVICES

4. You are upset with the busperson at the restaurant you work at. You feel he/she is too slow and is causing you to lose money.

5. You are sweeping the grounds at the amusement park where you work and find an expensive cell phone left at one of the attractions

6. You are working the ticket booth at a major sports venue. Your friends want to see the game but don't have any money.