

CHOOSING A CAREER IN THE HOSPITALITY INDUSTRY

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Доповідь присвячено питанням можливості побудови кар'єри в готельній справі. Надано класифікацію посад у готельному бізнесі за рівнями проф. підготовки працівника та підрозділами організаційної структури готелю.

The hospitality industry is defined as the activity of providing lodging, food and beverage, and recreational services, which include but are not limited to hotels, motels, clubs, casinos, restaurants, recreation facilities, tourism, cruise lines, and theme parks.

The following descriptions outline the different levels of hospitality positions you might enter into.

Entry-Level: This is where you start; the experience and skill you will gain in these positions can prepare you for advancement in your career. Typically the tasks are related to your position and are a valuable component to the success of the hospitality entity.

Skilled-Level: This is the next step where you will develop specific skills and capabilities that can be transferred from one position to another.

Managerial-Level: This is when your experience, training and initiative are combined to create your ability to lead employees and manage business.

The following are specific career opportunities you can obtain in the hospitality industry:

Lodging (Hotel Manager, Sales Manager, Travel Journalist, Front Office Manager, Reservation Manager);

Food and beverage (Restaurant Manager, Kitchen Manager, Banquet Manager, Chef, Bar/Club Manager);

Recreational services (Campground Manager, Tour Escort/Operator, Meeting/Conference Planner, Travel Consultant, and Recreation Specialist).

So, there are many career choices, but there are also certain personality qualities requirements. Thus, those who want to be successful in the hospitality industry must: like people, be a hard worker, have strong communication skills, be willing to sacrifice, maintain a professional appearance, and have "common sense". Although these qualities may seem simple, they are constantly put to the test due to the requests of people served by this very demanding industry. Regardless of where you work within hospitality, you will be required to exceed guest/customer expectations to ensure the experience they have at your facility is valuable, pleasant, and memorable.