

Hospitality Career Opportunities

**Learn Secrets to Get Jobs in Hotel,
Restaurant & Cruise Industry**

Hotelier Tanji

Owner

www.hospitality-school.com

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ISBN: 1495373711

ISBN-13: 978-1495373718

Table of Contents

Chapter-1: Hospitality Industry – An Introduction

1	Tourism & Hospitality Industry at a Glance	1-8
2	An Overview of Hospitality Industry	9-13
3	Career in Hotel Industry	13-16
4	How to Get Jobs in Hotel Industry	16-21
5	Working in Hotel: Career Advice for Hospitality Students	21-23
6	How Hospitality Students Get Jobs in Hotel Industry	23-26
7	Where Hospitality Students Can Get Jobs?	26-31
8	Women in the Hotel Industry	31-32

Chapter-2: Study Hospitality Management

1	Hospitality Management Degree	33-34
2	Travel & Tourism Degree	35-37
3	Culinary Arts Degree	37-39
4	Event Planning Degree	39-42
5	Pastry Arts Degree	42-44
6	Catering Degree	45-47
7	Hotel Management Schools in USA	47-49
8	How to Get Online Hospitality Degree	49-52
9	How to Become Chef	52-54
10	Best Schools for Online Hotel Management Degree & Courses	54-57
11	Best Cooking Schools	57-59
12	Why Online Hotel Management Degree is Important	59-61

Chapter-3: Finding the Job

1	Introduction	62
2	Number “1” Mistake	62-63
3	Job Hunting Guideline	63-65
4	Jobs beyond Hotel & Restaurant	65-67
5	How to Get Job in Hotel & Restaurant	67
6	Getting Non-advertised Jobs: <ul style="list-style-type: none">• Networking• Top secret Tips for Successful Networking• How to Use LinkedIn	67-76

7	Winning Advertised Jobs: <ul style="list-style-type: none"> • College Placement Office • Job Fair • Classified Advertisement • Private & Public Recruitment Agencies • Online Resources 	77-83
8	How to Use Online Resources	83-85
9	How to Apply for a Job through Email	85-88
10	Final Words	88

Chapter-4: Preparing Resume & Cover Letter

1	Introduction	89
2	Forms of Resume	90-92
3	Features of a Great Resume	92-93
4	How to Prepare a Great Resume	93-100
5	Sample Resume of a Front Desk Agent	101-102
6	25 Top Secret Resume Writing Tips & Techniques	103-107
7	Learn How to Prepare an Outstanding Cover letter	107
8	Sample Cover Letter with Detail Instruction	108

Chapter-5: Winning the Interview

1	Introduction	109-110
2	Different Types of Job Interview	110-111
3	3 Stages of Interview: <ul style="list-style-type: none"> • Tips for Before the Interview • Tips for During the Interview • 10 Obvious Interview Questions with Detail Answers • List of Most Common Hospitality Job Related Interview Questions • Interview Questions for Front Office Jobs • Interview Questions for Housekeeping Jobs • Interview Questions for Waiter & Waitress • Interview Questions for Chef/Cook • Interview Questions for F & B Manager & Supervisor • Tips for After the Interview 	111-141
4	How to Prepare Thank You Letter	142
5	Sample Thank you Letter with Detail Instruction	143
6	General Interview Guideline (Do's & Don'ts of an Interview)	144-145
7	I am not Hired – Now what (What to do if you don't get Job)	145-147

Chapter-6: Evaluating a Job Offer

1	You are Offered a Job	148
2	Points you should Consider	149-150
3	Questions You Should Ask Yourself	150-152
4	What should be my Salary?	152-153
5	Perfect Negotiation Strategies	153-155

Chapter-7: On the Job Tips for Advancing your Career

1	Introduction	156
2	Getting Used to with the Environment	157-158
3	Guidelines for Getting Success at Work	158-159
4	Maintaining Professional Relationship: <ul style="list-style-type: none">• Basic Tips• With Boss• With Guests	159-166
5	Where do you want to work? Large or Small Organization?	166-169
6	How to Get Promoted in your Job	169-171
7	When & How to Move on a New Job	171-173
8	How to Leave your Job	173-175
9	Final Thoughts	175-176

Resource Section (Exclusive List of Hospitality Job Sites)

1	Guidelines You Must Read	177-178
2	Career Page of 55 Top Hotels & Hotel Chains	179-181
3	Career Page of World's Biggest 25 Fast Food Chains	181-182
4	Career Page of World's Top Cruise Lines	182-183
5	List of Most Popular Hospitality Management Job Sites	183-184
6	List of Hospitality Job Related Facebook Pages	184-185
7	List of Hospitality Job Related Facebook Groups	185-186
8	List of Hospitality Job Related LinkedIn Groups	186-190

Hospitality Industry – An Introduction



Tourism & Hospitality Industry at a Glance

If you are one of those who are interested towards the professional development and education in tourism and hospitality, then you are on the right path to pick up a career in the diverse and most exciting international industries and feel lucky for taking such proactive steps.

The field of hospitality is very well-established and it provides the most interesting and strongest functions in world. All through the downturns and upturns, the AH&LA (American Hotel & Lodging Association) has been representing all the stakeholders and sectors in lodging industry as the only national organization. All the members and professionals in this field receive a number of benefits which are proved to be very helpful

in running their businesses effectively. There are also an entirely separate set of the benefits which are uniquely designed for the students of hospitality. The Educational Foundation approximately funds \$1.3 million for the academic scholarships, school-to-career, research grants and other workforce development programs. Educational Institute of the U.S. also provides distance learning programs, videos, DVDs for the training purposes along with the certification in this industry. It serves as an important and major source of the textbooks and curriculum throughout the world.

A Brief Overview on Tourism Industry Statistics in US

In U.S., the tourism industry currently is the 3rd largest retail industry among the largest employers of America. Travel and Tourism is the biggest services export industry of the nation. The international travelers and residents in the U.S. approximately \$27,125 every second, \$1.6 million in a minute, \$97.6 million every hour and total \$2.3 billion every day. There are a lot more than just 52,500 of the lodging properties in U.S. totaling around 4.9 million rooms. Just as these properties the industry approximately employs 1.8 million sincere workers and directly supports around 5.7 million of the jobs on various levels. With an extremely overwhelming majority of the positions easily available outside the hotels itself there would never be any shortage of the diverse jobs that are needed to be filled. There is a great opportunity for switching the categories of your career often within the company rather than just being pigeonholed in the same area throughout your whole career. The employment which is generated by the travel directly has nearly grown to 30 percent in last 10 years. This rate is almost one and a half times faster as compared with most of the other industries. However, with the limited growth, a conservative estimate shows that 367,000 or more fresh employees will be required in the hotel industry by the year 2014.

Importance & Career Opportunities

Wide range of interesting opportunities is offered by the hotel industry from marketing to management, advertising to operations, and almost everything in between. This industry

Finding the Job



Introduction

Now we are at the most important stage. Finding & winning job that we want. Getting a job in hospitality industry is neither so much difficult nor too competitive as it is in most of the other sectors. But it does need some special strategies & techniques to follow. Here in this chapter I will discuss some top secret strategies which can really help you to win the job. If you still do not get a perfect job then be relax and pay your deep attention. After finishing reading this chapter you should realize that jobs are very much available. It is your duty to act smartly and manage the perfect one. Don't you believe? Keep reading...



Number "1" Mistake:

Number one mistake most job seekers do is that they rely heavily on internet. Being an owner of a website like www.hospitality-school.com, I am saying this. Many job seekers have the

★ **Body of the Email:** Here is a sample:

Dear Ms. Fernandez:

I am writing to apply for the position of "Guest Relation Officer" which was posted on your website. I have attached my cover letter and resume for your review and I believe that you will find that my qualifications meet all of your requirements. If you have any questions Please contact me at (123) 111-1111 or at hotelierjohnny@gmail.com . I am looking forward to hearing from you about scheduling an interview.

Sincerely,
Johnny Williamson

This is just a sample template. You should write your own words here.

Expert Advice: If you don't know to whom you are writing then you may write: Dear Hiring Manager.

★ **Attachment:** Read this tutorial to learn how to attach files in Gmail: <https://support.google.com/mail/answer/6584> . MUST attach PDF version of your cover letter and resume. Don't send document version (like doc or docx or rtf) as it gets disorganized when converted.



Find Words:

So dear readers, believe by now you have got a very good overview on different job hunting strategies. I will not claim that if you follow everything written there then you will most certainly get a lucrative job IMMEDIATELY. **That is impossible because it depends on your previous qualification, accomplishment etc.** No one can give you hundred percent guaranteed formulas to secure a job. But my core objective was to make you well-versed about different job strategies that smart job hunter use so that you can use all those tools to accelerate your job hunting process. Don't be frustrated even after following everything. Among thousands of my reader of this book, some may get job straight away and for some it may take a little bit time. There is no overnight success formula. But yes if you could continue following my tips very soon you should find a reason to smile.

Preparing Resume & Cover Letter



Introduction:

As we all know, preparing resume & cover letter is one of the most critical steps in job searching, but many of the job seekers don't even care to give some extra concern on it. Let me ask you something. Do you know most of the time employers don't have enough time and interest to go through every details of each resume? They just scan and take decision within 30 seconds to pick up each resume for next selection. So, as you see, your resume is your biggest advertising tool just like a TV commercial where you want to sell yourself to the employer. A well prepared resume presents a nice impression to your employer as well as it gives a competitive advantage on other job seekers.

Winning the Interview



Introduction:

Interview is the very last job hunting stage. It is a very important step that causes serious level of concern and anxiety among job seekers. Most job seeker believes this is a one way road where only interviewer has the right to do all the stuffs and finally take the ultimate decision. But it is a wrong perception. As a prospective candidate you have also the right to decide whether the employer is good or bad, will you work there or not, does the job match with your expectation or not, even you can ask question to the interviewer as she or he does with you. The prime goal of an interviewer is not to know what you have known in your entire life. In fact that is impossible to understand in a few minutes session. What he or she tries to know is that whether the skills and knowledge you have gained so far, matches with their expectation and is sufficient enough for the offered job or not. Also the interviewer likes to see

partners from different parts of the world. That time our internet connection was totally down and our technicians were working to recover the situation. So, after hearing the problem I just requested him to wait for few minutes and then I rushed on one of my supervisor, told him the situation and finally requested him to give his internet Modem which has active internet connection. By installing that modem into that client computer I solved the problem. It took around 3 hours to fix our hotel's internet connection. So if I would not take that action my client can't arrange the meeting.

What are your major weaknesses?

- (1) This is a tricky question and you have to handle it diplomatically. There are 2 ways to approach this question. At first start with a classical approach, mention those which are not your weaknesses but strengths! For example:
- A. My friends very often tell me that I am a perfectionist. I can't stop working unless I find everything all right.
 - B. I can't control myself if someone behave unprofessionally with my guest or don't give this 100 percent. I hate to be a part of a team of unprofessional lazy members.
 - C. I am very strict on basic issues like punctuality, hygiene, sanitation. Grooming, safety, numerism etc.
- (2) If you continue answering in that previous way, interviewer may be disturbed. So you have to be honest but tricky as well. Right after mentioning those points (which are in fact your strengths), you should mention some of your real weaknesses which are not your major weak sides but can easily be overcome. For instance:
- A. I wish I could know some other languages like French, Spanish or Arabic or Chinese that would help me more to communicate with some of our foreign guests.



General Interview Guideline

(Do's & Don'ts of an Interview)

1. Check your grooming before entering the room.
2. Switch off your cell phone or keep it in silent mode.
3. Wear professional looking well ironed formal dresses.
4. Try to be natural & confident.
5. Maintain good eye contact & show zeal to hear what interviewer is discussing.
6. Body movement should be natural but professional but must not be robotic.
7. Stand & sit down straight while sitting down. Don't cross your arms. Keep your hands on the leg.
8. Speak clearly with clear, pleasant voice.
9. Never talk too fast or too slow.
10. Don't underestimate interviewer. Don't try to make him or her fool by bogus claims. Try to give examples on your claims so that no one can get the chance to challenge you.
11. Show your honesty but not too much that may give the impression that you are oiling. Always remember excessive use of anything is dangerous.
12. As you are a human being you cannot know everything. Even interviewer will not expect that. Say **"SORRY"** if you are unable to answer any question. You should not take too much time to remember answer. Don't get disappointed for not being able to answer everything. Remember interviewer will closely monitor your activities at that point. This will give you an idea about how do you approach in precarious or failed situation.
13. Most importantly try to be a good listener. This will really help you to understand most of the questions clearly and at the same time give you some extra **VALUABLE** seconds to think and organize your answer.
14. Answer each question directly and clearly. Don't take too much time to answer. Most of the questions in the interview can be answered in 30 to 60 seconds.

particular job. Most often when people get rejected from interviews one after one they start thinking negatively about their skills and abilities. From now on, if you don't get successful in interviews then try to think in this logical order:

Got Rejected?

**So what? I can manage better job next time.
It was just a bad luck.**

**Companies take interviews of so many applicants but they hire
very few finally.**

**I am not best fit for that particular company especially at that
particular time. I may have better luck next time.**

**My education, talent and experience may best fit in other
company. It will just take some time. Nothing else.**

**What I have learnt through this interview is also valuable. I
have got good sense on what questions interviewers usually
ask and what are my weaknesses. In future I will be completely
ready to tackle all these.**

YES I KNOW, VERY SOON I WILL GET MY DREAM JOB! 😊

Our Current Training Manuals

- ★ Food & Beverage Service Training Manual with 225 SOP
- ★ Hotel Front Office Training Manual with 231 SOP
- ★ Hotel Housekeeping Training Manual with 150 SOP
- ★ 170 Hotel Management Training Tutorials
- ★ Professional Waiter Training Manual with 101 SOP
- ★ Hospitality Career Opportunities: Learn Secrets to Get Job in Hotel, Restaurant & Cruise Industry

Our Upcoming Training Manuals

- ❖ Professional Business English for Hotel & Tourism Industry
- ❖ Effective Guest Complaint Handling Techniques in Hotel & Restaurant
- ❖ Hotel Room Service Training Manual

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