

Hospitality

Poconos Counties Workforce Investment Board

Overview

Join many different employees from the Inn at Pocono Manor, Woodloch Pines and Skytop Lodge as they show you the different careers they chose in the hospitality industry and explain why they love their jobs!

Discussion/Questions

1. Name some of the different jobs that were mentioned in this segment. Do any of them interest you? What characteristics do you possess that would make you a good fit for this position?
2. Throughout this episode each of the employees mentioned key traits that every employee must possess in order to work in the hospitality industry no matter what their position may be. List these characteristics. In small groups, choose one of the jobs listed in question number one and explain specific ways that one could demonstrate this trait in this role.
3. Why is it important not only to attract new guests, but also to keep return customers? What are some things that can be done to ensure that guests enjoy their stay and will return again?

Activities

1. Many of the positions in the hospitality industry such as wait staff and activities coordinator are available at entry level positions that you could get involved in now. Determine what restaurants, country clubs, or other attractions in your area are hiring for a position within the hospitality industry. Choose one or two that really interest you. Write a cover letter expressing your interest and desire to become a part of this company. Then, create a resume highlighting the important traits and skills that were mentioned in this segment as well as your work experience and education.
2. Test your skills at customer service and event planning. As a class, organize an event such as a small carnival. Designate small teams to organize different aspects of the event and then manage the teams to make sure everyone is working together. Make sure that you are organizing a variety of things to do for all different age groups. As the hosts on the day of the event, introduce yourself to your guests, keep the area of your event clean and be sure to help guests with any problems or concerns they may have. At the end of the day, share your experiences as a class. What problems arose if any? How were the problems handled? Did everyone seem to enjoy themselves? How could it have been better?
3. Is there a career in hospitality that you are interested in but that may require a bit more experience such as a managerial position? Choose one that interests you at a particular location. Contact the person in the position you are interested in and inquire if there are job shadowing opportunities. Explain that you would like to experience what types of responsibilities they have on a daily basis as well as different situations that may occur which he/she is responsible for resolving. Once you arrange an opportunity to shadow someone, be sure to keep a notepad with you to keep track of different issues that arose as well as how they were handled.

Academic Standards

13.1.11.B. Analyze career options based on personal interests, abilities, aptitudes, achievements and goals.

13.1.11.D. Evaluate school-based opportunities for career awareness/preparation, such as, but not limited to: Career days, Career portfolio, Community service, Cooperative education, Graduation/senior project, Internship, Job shadowing, Part-time employment, Registered apprenticeship, School-based enterprise

13.1.11.F. Analyze the relationship between career choices and career preparation opportunities, such as, but not limited to: Associate degree, Baccalaureate degree, Certificate/licensure, Entrepreneurship, Immediate part/full time employment, Industry training, Military training, Professional degree, Registered apprenticeship, Tech Prep, Vocational rehabilitation centers

13.2.11.C. Develop and assemble, for career portfolio placement, career acquisition documents, such as, but not limited to: Job application, Letter of appreciation following an interview, Letter of introduction, Postsecondary education/training applications, Request for letter of recommendation, Resume

13.2.11.E. Demonstrate, in the career acquisition process, the application of essential workplace skills/knowledge, such as, but not limited to: Commitment, Communication, Dependability, Health/safety, Laws and regulations (that is Americans With Disabilities Act, child labor laws, Fair Labor Standards Act, OSHA, Material Safety Data Sheets), Personal initiative, Self-advocacy, Scheduling/time management, Team building, Technical literacy

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