

Careers in the Hospitality Industry

THINK ABOUT the last time you went on vacation. If you flew on an airplane, stayed at a hotel, ate in a restaurant, or watched a ballgame, you probably interacted with workers in the hospitality industry. The industry includes many jobs that provide a service to customers. In this unit, you will learn more about the various careers in the hospitality industry.



Objective:



Identify careers in the hospitality industry.

Key Terms:



food-service occupations
hospitality industry
lodging occupations
recreation occupations
travel occupations

Hospitality Careers

The **hospitality industry** is a wide variety of service-oriented businesses, including travel, recreation, lodging, and food service. This is a diverse industry, with businesses found locally, nationally, and globally.

HOSPITALITY INDUSTRY

Jobs in the hospitality industry vary in skill level and educational requirements. Entry-level jobs tend to require little or no formal education. Managerial jobs and culinary positions often require college degrees or trade school certificates.

The industry's annual performance is dependent upon the economy because fewer people travel, engage in recreational opportunities, and dine out when the economy is weak. Currently, the industry averages annual earnings of more than \$3 trillion.

CAREERS

The hospitality industry includes a variety of careers. **Travel occupations** are jobs for businesses related to travel, such as airlines, travel agencies, and car-rental companies. Airline jobs include pilots, flight attendants, grounds crew members, security guards, porters, and ticket agents. Types of travel agents are independent, corporate, and commercial. Travel guides or tour group leaders are other travel occupations. Car-rental companies employ ticket agents, clean-up crews, and bus drivers.

Recreation Occupations

Recreation occupations are jobs that assist people in the pursuit of their hobbies or extracurricular interests. They include jobs in sports and athletics, such as coaches, players, umpires, referees, trainers, and sports-facilities workers. Amusement park workers are included in this category.

Lodging Occupations

Lodging occupations are positions located in hotels, motels, bed and breakfasts, and resorts. Examples of these jobs are managers, desk clerks, concierges, bellhops, and housekeeping staff.

Food-Service Occupations

Food-service occupations are jobs in restaurants, cafeterias, bistros, cafes, and catering facilities. Most positions involve the creation/preparation, service, or clean up of food. Examples of these jobs are servers, cooks/chefs, bussers, hosts/hostesses, and dishwashers.



FIGURE 1. The hospitality industry includes travel occupations, such as pilots and flight attendants.



FIGURE 2. A bellhop, who helps hotel guests with their luggage, is an example of a lodging occupation.



ON THE JOB...

CAREER CONNECTION: Concierges

Hotel concierges help guests with any special needs they may have during their stay, including offering information and advice. For example, concierges may help guests make restaurant reservations or obtain tickets for a show. They may make travel arrangements, such as calling a taxi for a guest who needs a ride to the airport. They may make recommendations and reservations for local sight-seeing tours. In some cases, concierges may help guests find a doctor or pharmacy in emergency situations, or they may run errands or deliver items for guests.

Concierges interact with people, so they should be friendly and enjoy serving others. They should be good communicators, so they should listen, write, and speak in a professional manner. These workers should manage their time well and should have excellent problem-solving skills. In addition, concierges should have extensive knowledge of the community.

Many concierge jobs require only a high school diploma and offer on-the-job training. However, additional education and training may help candidates find a job more quickly. The American Hotel and Lodging Educational Institute provides certification programs for many types of workers in the hospitality industry, including concierges. While this certification usually is not required, it may be helpful in your job search.

This job has a low turnover, and while it is growing, it is not a large occupation. Many smaller or less expensive hotels do not employ concierges. According to Payscale.com, the salary for concierges ranges from \$19,534 to \$41,688.

MAJOR ASPECTS

The hospitality industry is considered a high-growth industry for many reasons. The U.S. Bureau of Labor Statistics predicted that employment in this industry would grow 18 percent, adding more than 1.6 million new jobs. Of the total workers (almost 9 million) employed in this industry, 61 percent work full time, and 39 percent work part time.

High turnover contributes to negative stereotypes of workers in this field. One way to help recruit workers is to target an untapped labor pool. Examples of these workers are older people, transitioning military and their spouses, veterans, people with disabilities, ex-offenders, and workers transitioning from other industries.

The industry includes a range of activities, which provides excellent job opportunities for people with various skill levels and educational backgrounds. Jobs are plentiful for first-time job seekers, senior citizens, and those seeking part-time or alternative work schedules.

Summary:



The hospitality industry is a wide variety of service-oriented businesses, including travel, recreation, lodging, and food service. Jobs in the hospitality industry vary in requirements for skill level and education. Entry-level jobs tend to require little or no formal education. Managerial jobs and culinary positions often require college

degrees or trade school certificates. The industry's annual performance is dependent on the economy. Currently, the industry averages annual earnings of more than \$3 trillion.

Checking Your Knowledge:



1. What is the hospitality industry?
2. Describe travel occupations, and list two examples of jobs in that area.
3. Describe recreation occupations, and list two examples of jobs in that area.
4. Describe lodging occupations, and list two examples of jobs in that area.
5. Describe food service occupations, and list two examples of jobs in that area.

Expanding Your Knowledge:



Read the employment ads in your local newspaper or online. Make note of the jobs related to the hospitality industry. How many jobs can you find in each of the four areas: travel, recreation, lodging, and food service? Which type of job seems most plentiful? Which type of job seems to have the most entry-level positions?

Web Links:



Hospitality Careers

<http://www.careerbuilder.com/Article/CB-775-Who-is-Hiring-Top-10-Jobs-in-Hospitality/>

http://www.hospitalityguild.com/Careers/hospitality_industry.htm

Industry Outlook

http://www.doleta.gov/brg/indprof/hospitality_profile.cfm