

## Unit 201: Understanding the hospitality industry

### Handout 4: Transferable skills

---

Transferable skills can be acquired through your current job, previous jobs, volunteering, or life experience. The great thing about these skills is that they are portable; you can transfer them across all sorts of different roles, teams, departments, specialisms and industries.



**Communication** – it is possible through good communication and teamwork to create a finely-tuned service to guests by eliminating the duplication of tasks and possible confusion about the progress of tasks. When working in a hospitality establishment it is important that you are able to communicate effectively with other members of staff, suppliers, external agencies and customers. Communication is a 2-way process. It involves:

- Listening to others (receiving)
- Asserting/expressing (sending)

**Customer services** – or guest services, is the most important part of a hospitality industry role. Staff must be able to build a good relationship with their guests. Making the customer feel like they're having a person-to-person interaction is what great customer service is all about.

**Planning** – is about prioritising and managing time and resources effectively, while balancing the need to be able to handle pressure and remain calm when things get busy.

**Time keeping** – being punctual and managing time effectively is vitally important in an industry which has time constraints. Being punctual means arriving on time for work.