# Unit 201: Understanding the hospitality industry

# Worksheet 3: Career opportunities in hospitality

1. Find the hidden words associated with transferable skills:

 M T P V P E N G D F X D R N G

 C R T P L S O K G Q S I E C U

 U K E P K R I Z U M Y V M S H

 A T H S K A T V G T I E O Z W

 L U W W I U A H I P B R T N L

 R A C G U L C L L Q C S S L C

* Planning
* Attitude
* Communication
* Customer
* Appearance
* Reliability
* Diversity
* Resilience

 E C Q D H G I A A U M I U R S

 T L I Q U B N E E V I T C O T

 W E C Y A N U U N Y O Y P D J

 Z O X I I F M K R C P J L H X

 J T L N L J M E Y I E M X W Q

 W E G G T N O E D U T I T T A

 R V U B R C C W J Q Y H I J J

 A P P E A R A N C E T F A M E

 P D P M A Z Y M L W A B J J F

1. Explain the following working patterns used in the hospitality industry:
* Part time
* Split shifts
1. Describe what is meant by **vertical** progression
2. Describe what is meant by **horizontal** progression