

Unit 201: Understanding the hospitality industry

Handout 3: Behaviours

Attitude: Most employers in the hospitality industry rely on their guest facing staff to uphold the reputation of their brand. Therefore, it's important to always remain highly professional with a positive attitude, putting the guest at the heart of all you do.

Appearance: First appearances count, especially if dealing with guests; so it is important to look tidy and well-groomed at all times, following the establishments dress code. This may include wearing the correct personal protective equipment.

Respecting diversity: In hospitality, a large number of the guests and the staff you work alongside may be from a variety of cultural backgrounds. As a result, the ability to be culturally aware, respect diversity and adapt to attitudes that are different from your own is crucial to meeting the guests' needs and building successful relationships with team members.

Reliability: It is important that you are reliable and able to arrive to work on time with the correct equipment and are tidy and well-groomed at all times.

Honesty: Honesty and integrity is important in the workplace. Integrity is one of the fundamental values employers seek in the employees. Integrity is the foundation of a person who demonstrates the correct moral and ethical principles at work. Honesty is an essential part of integrity.

Resilience: This is the ability to continue to move forwards in the face of distraction, pressure of the workplace and particularly when things get tough.

