

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
 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

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

2. Explain the following working patterns used in the hospitality industry:

- Part time
- Split shifts

3. Describe what is meant by **vertical** progression

4. Describe what is meant by **horizontal** progression