# Unit 201: Understanding the hospitality industry

# Worksheet 3: Career opportunities in hospitality (Tutor)



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

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

* **Part time** – part time work simply means working less than a normal full-time pattern, whether it’s only a couple of hours or a few days per week. Part time workers is common now in the hospitality industry as it employs staff to work busy times like lunch, dinner, evenings and weekends. Typical part-time hospitality jobs will include bar jobs and restaurant jobs.
* **Split shifts** – split shifts are common in the hospitality industry where an establishment has peak periods of work at certain times of day. For example, a commis chef may work 9am–1pm preparing food and covering the lunch service and then return 5pm–10pm to cover evening service.

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

* Vertical career growth means focusing on getting a promotion to attain the next job role, for example moving from commis chef to chef de partie.

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

* Horizontal career moves centre around working in a different role at the same employment level, which will help to increase knowledge and skills and support wider employability within an establishment. For example, a front of house supervisor working in in a hotel reception horizontally moves to a supervisory role within the food and beverage department or housekeeping.