

## 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 I 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** – 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.