

Employer Partner Industry Insights

Our employer partners at Hilton Hotel Manchester Airport have talked to us about what it takes to succeed in the Hospitality industry:

What would you say the top 3 skills are to succeed in the Hospitality industry?

Guest orientation

This skill refers to your ability to make sure you meet guest's needs and wants. Regardless of the situation you are in, you should do everything you can to help or prioritise guests.

Aside from dealing with guest complaints in the best way possible, being guest-oriented means ensuring all guests have a memorable experience at the hotel, cruise, or wherever you are working.

From the moment the guest walks in to the moment they leave, you have to make sure they have a wonderful time, and that they get everything they are expecting.

In essence you have to have the flair for friendliness and warmth.

Organisational skills

Working in the hospitality industry means taking on multiple tasks every day. To stay on top of all these, you have to stay organised.

Organisation has a knock-on effect, so it really is fundamental to your role. For instance, failing to schedule a clean-up for a previously occupied room when the new occupants are ready to check in will reflect poorly on you and the hotel.

Teamwork

Lastly, nearly every type of work within the hospitality industry involves teamwork. You will have to work not only with the other people in your department but also with the rest of the employees and executives in the company you work for.

Having excellent rapport with colleagues will allow you to work with them seamlessly, ensuring the guests are given the best experience and the quality of service they expect.

What do you look for in a top candidate, when you recruit?

In addition to the hard skills needed for a particular job, there are personality traits or "soft skills" as listed below that can make or break your success.

1. Come across as passionate for hospitality and customer service
2. People oriented person
3. Leadership and teamwork qualities

4. Paying attention to detail
5. Patience and listening skills
6. Knowledge about safety and hygiene
7. Multitasking and proper organisation
8. Be decisive and a problem solver
9. Computer know-how
10. Local and cultural knowledge

Why do you think work experience is important for college students?

- Practical application of theoretical knowledge gained at College proves your competence
- Get ahead in the competitive job market
- Gain insights into the workings of the industry before making a decision whether to join the industry.
- Understand how organisations of different sizes and resources deliver customer service and how the operating standards differ.
- Employers want people with experience
- A chance for personal development
- Develop your soft skills
- Learn what it's like to be managed before you become a manager

What is the best thing about working in the Hospitality industry?

You Make People Happy:

Every day you're making someone's day better – it's all about the guests and making their stay special. This is rewarding for a true and passionate hospitality professional.

Further information:

<https://icould.com/>

<https://targetcareers.co.uk/>