



## Industry sector at a glance Hospitality

### About

The hospitality sector is a service-based industry that can be split into four areas:

#### Accommodation

Businesses that provide a place to sleep overnight such as hotels, youth hostels and campgrounds. Roles can include reception, admin and housekeeper.

#### Food and Beverage

A process of preparing, presenting and serving food and beverages to customers through restaurants and food stalls etc. It can also include companies that process raw food materials, packaging and distributing them. Roles can include chef, front of house and waiters or waitresses.

#### Travel and Tourism

Covers business activities which serve the needs of tourists while they visit different places. Roles can include customer assistants, admin and front of house.

#### Recreation

Leisure activities often done for enjoyment or amusement and can include golfing, fishing, cinemas and casinos. Roles can include reception, customer assistant and event planner.

### What it takes to work in hospitality

Here are some of the qualities required to work in hospitality:

**Ability to manage multiple tasks at the same time**



**Confidence in dealing with customers**



**Ability to meet the physical demands of the role**



**Comfortable with working unsociable hours**



### Did you know?

You will learn a lot of new personal and professional skills in this sector along with the potential to gain accredited qualifications.



Experience is not usually essential to start in the industry.



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