



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.

Roles available

There are many different roles available in the hospitality sector, here are just a few:

Catering Assistant



Bar Person



Receptionist



Porter



Chef



Restaurant Manager



Customer Service Assistant



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



The hospitality sector produces around 4% of the UK GDP



The hospitality sector is the 4th largest employer in the UK



If your role involves working with vulnerable groups, you may be required to undergo a criminal record check. There are three levels, basic, standard and enhanced. Protecting Vulnerable Groups is the disclosure scheme in Scotland.

Basic disclosure



Standard disclosure



Enhanced disclosure



Protecting vulnerable groups



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