
Hospitality Growth Cheat Sheet (A1+ to A2-)

1. Take Hospitality Courses or Diplomas

- Courses teach you how to **welcome guests, help them, and solve problems.**
- You can learn about **hotels, restaurants, and tourism.**
- Types of courses:
 - **Short courses** (a few days or weeks)
 - **Long courses** (months or years)
- Ways to study: **online** or in a **classroom**
- After finishing, you get a **certificate or diploma.**
- Benefits:
 - Find a **better job**
 - Earn **more money**
 - Show your **manager** you want to **improve**
 - Meet **new people** and **share ideas**

2. Learn Languages for International Roles

- Knowing **more than one language** helps you **talk to guests** from other countries.
 - Start with **easy words** for **greetings, helping, and thanking.**
 - Useful languages: **English, French, Chinese, Spanish**
 - Ways to learn:
 - **Online lessons**
 - **Classes**
 - **Practice with friends**
 - **Watch movies or listen to music**
 - Benefits:
 - Work in **other countries** or **international hotels**
 - Show guests that you **care about them**
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3. Develop Soft Skills

- Soft skills = **personal skills**, not technical skills
 - Important skills:
 - **Leadership** – guide and help others
 - **Communication** – speak and listen well
 - **Decision-making** – choose the best solution for problems
 - How to practice:
 - Be **friendly, calm, and respectful**
 - Understand **guest needs**
 - Solve **problems quickly**
 - Benefits:
 - Managers like **workers who communicate and solve problems**
 - Helps you **grow and get promoted**
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4. Be Proactive

- Proactive = **don't wait; see needs and act**
 - Examples:
 - Help guests **before they ask**
 - Solve **problems quickly**
 - Give **new ideas** to improve the hotel
 - Benefits:
 - Guests are **happier**
 - Managers see your **effort**
 - Shows you **care about your job**
 - Makes every guest's **experience special**
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