

■ My Strengths and Weaknesses in Hospitality & Tourism (A2 Level)

■ 1. Common Strengths in Hospitality & Tourism

- I speak clearly and smile.
- I help guests fast and in a friendly way.
- I respect different cultures.
- I work well in a team.
- I am on time.
- I can stay calm when it is busy.
- I solve problems.

■ 2. Common Weaknesses in Hospitality & Tourism

- I feel shy when I talk to guests.
- I don't understand some accents.
- I forget details.
- I get stressed when it is busy.
- I need to improve my English.
- I have problems with time management.

■ 3. Real Work Situations to Check Yourself

Situation	Strength Example	Weakness Example
Welcoming guests	I make guests feel welcome.	I speak too quiet.
Giving information	I can give good directions.	I forget words.
Solving problems	I stay calm.	I panic.
Working in a team	I help my team.	I don't talk much.
Busy times	I work fast and calm.	I feel stressed.

■ 4. Ask Others

Ask your manager, co-worker, or friend:

- What am I good at in my job?
- What can I do better?
- How do I help the team?
- How do I talk to guests?

■ 5. My Personal List

■ My Strengths:

1. _____
2. _____
3. _____

■ My Weaknesses:

1. _____
2. _____
3. _____

■ 6. How to Improve Weaknesses

Weakness	Small Step to Improve
I feel shy	Smile and say 'Hello' to 1 new guest each day.
I forget words	Learn 3 new English words per day.
I get stressed	Take a deep breath, focus on one task at a time.
I don't understand accents	Watch short English videos with subtitles.
I'm slow at check-in	Practice the steps every day with a friend.