

Hospitality Career Cheat Sheet – Key Skills to Develop

1. Communication

- Speak clearly and politely.
 - Use kind words like *please, thank you, sorry*.
 - Listen carefully to guests and co-workers.
 - Smile and make eye contact.
 - Ask again if you don't understand.
➔ *Good communication helps guests feel welcome and happy.*
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2. Customer Service

- Be friendly and helpful all the time.
 - Smile and greet guests warmly.
 - Listen to what guests need.
 - Stay calm and polite when problems happen.
 - Say “sorry” and fix issues quickly.
➔ *Happy guests come back and tell others about good service.*
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3. Teamwork

- Work together with others.
 - Help your team when needed.
 - Be kind, listen, and respect everyone.
 - Share tasks and solve problems together.
➔ *Good teamwork makes work easier and guests happier.*
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4. Punctuality & Reliability

- Come to work on time every day.
 - Do your job carefully and well.
 - Follow rules and instructions.
 - Tell your manager if you can't come.
➡ *Being on time and reliable builds trust and respect.*
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5. Problem-Solving

- Stay calm when something goes wrong.
 - Listen to the guest's problem.
 - Say "sorry" and find a solution quickly.
 - Ask for help if needed.
➡ *Solving problems well keeps guests happy and shows professionalism.*
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