

# My Hospitality New Year Plan

Last year I learned that...

I work best when I help guests directly. I noticed what I do well and what makes me tired. Guests like when I talk clearly, solve problems, and stay calm. I also learned that I need to improve some skills, like using computer systems and offering extra services.

This year I will stop...

Saying "yes" to everything and feeling too tired. I will stop doing things that do not help guests or myself.

This year I will focus on...

My main skills and giving guests the best experience. I will practice saying, "I will check and tell you later" to protect my energy.

My word for the year:

Balance - to manage work and rest well.

Small habit every week:

Take one day for myself or learn one new skill. This will help me grow, stay calm, and be professional.