

Hospitality Bridge Curriculum

Career Awareness Resources

Outcome # 1

Hotel Positions

Position	Required Education & Training	Median Pay	2-3 Qualifications Needed	3-4 Duties Performed	Work Environment	Skills or Qualities Needed	Source

8 Important Skills for Front Desk Agents

Working at a hotel front desk can be exciting, but it can also be challenging. You spend a lot of time on your feet, help many different guests, and need to stay calm—even when people are upset.

If you learn strong customer service skills and understand how hotel systems work, this job can help you move up to supervisor or manager roles in the future.

1. Being Friendly and Welcoming

Hospitality starts at the front desk. Great front desk agents stay patient, keep calm during busy times, and treat every guest with respect.

2. Being Comfortable With Technology

Front desk agents use Microsoft Office, email tools, and hotel systems like PMS, CRS, and POS. These tools help with check-ins, payments, and solving problems.

3. Acting Professional

Agents should look neat, speak politely, and treat guests like customers. This helps guests feel welcome.

4. Solving Problems

Rooms may be overbooked or bills may have mistakes. Good agents think quickly, offer solutions, and fix small problems without always needing a manager.

5. Sales Skills

Agents may offer room upgrades, spa packages, or late checkouts. These sales help the hotel and show leadership.

6. Physical Stamina

Agents stand and move around for long periods. Comfortable shoes and good posture help them stay healthy.

7. Teamwork

Agents work with housekeeping, maintenance, bell staff, and managers. Working together keeps the hotel running smoothly.

8. Knowing the Local Area

Guests ask for places to eat, shop, and visit. Knowing local attractions helps guests enjoy their stay.

Final Thoughts

Being a front desk agent means being the face of the hotel, solving problems, using technology, helping the team, and guiding guests. Learning these skills helps you grow in your career.

Article adapted from *8 Essential Skills for Successful Hotel Front Desk Agents Career Advice* / July 14, 2025 (accessed on 2/28/26)

A Day in the Life of a Hotel Front Desk Agent

Working at a hotel front desk is more than smiling and handing out room keys. Front desk agents help guests, solve problems, and keep the hotel running smoothly. Here's what their day is really like.

Morning: Busy Check-Out Time

Mornings are super busy. Many guests are leaving the hotel at the same time. They ask questions like:

- "Can I get a copy of my receipt?"
- "Why is there a charge on my bill?"
- "Breakfast isn't included? Really?"

Real Story:

One guest lost their phone in the lobby. The front desk called housekeeping, and the phone was found just in time before the guest went to the airport. They were so relieved!

Pro Tip:

Know the hotel's lost-and-found rules. They come in handy a lot.

Late Morning: A Bit More Calm

After the rush, things quiet down. Front desk agents do tasks like:

- Answering emails
- Preparing room assignments
- Checking guest notes and requests

But surprises still happen. A tired guest may show up early and hope their room is ready.

What to do:

Be kind. If no rooms are available yet, offer ideas for where they can relax, like the lobby or a coffee area.

Real Story:

One traveler was exhausted, so the agent let them wait in the spa for free. The guest loved the hotel after that!

Afternoon: Helping Guests

Afternoons are filled with different kinds of requests. Front desk agents might:

- Print boarding passes
- Help with strange noises in a room
- Assist VIP guests who want things just right

Real Story:

A guest kept hearing a weird noise. The agent checked and found an ice machine making the sound. Once it was fixed, the guest could finally take a peaceful nap.

Pro Tip:

Small details matter. They can turn an okay stay into a great one.

Evening: Check-In Time

Around 4 p.m., things get busy again. New guests arrive and want their room keys.

A warm welcome helps guests feel happy and relaxed. Even a simple, “How was your trip?” can make a difference.

Real Story:

One agent upgraded a couple celebrating their anniversary. They also left a sweet handwritten note. The couple was thrilled and said it “made their year.”

Pro Tip:

Keep thank-you cards nearby for special moments.

Night Shift: A Different Kind of Busy

At night, things are quieter, but the front desk still handles interesting situations like:

- Late-night room service orders
- Guests who get locked out
- Surprise fire alarm tests

Why Front Desk Agents Are Amazing

Front desk agents solve problems, calm people down, and make guests feel welcome. They act like helpers, organizers, and sometimes even counselors.

Next time you stay at a hotel, remember the hard-working person behind the desk who helps make your stay enjoyable.

Adapted from *Day In The Life Of A Hotel Front Desk Agent*, [HCareers.com/](https://www.hcareers.com/) February 3, 2025 (accessed 2/28/26)

Housekeeping Professional: Skills and Career Paths

Housekeepers are very important in hotels. Without them, rooms and common areas wouldn't be clean or comfortable for guests. Housekeepers do many different tasks and help make sure every guest has a great stay.

What Does a Housekeeper Do?

Housekeepers follow instructions and use special cleaning steps to keep rooms fresh, neat, and safe. Some of their daily duties include:

- Loading a supply cart for cleaning many rooms
- Putting clean sheets and towels in rooms
- Making beds and cleaning bathrooms
- Taking out trash and removing dirty towels
- Moving furniture or fixing items if needed
- Vacuuming floors, hallways, and stairs
- Following safety rules and hotel procedures
- Checking rooms for items guests may have left behind
- Keeping lobbies and other areas clean
- Sometimes helping in the laundry room

Helpful Hard Skills

Some important “hard skills” for housekeepers include:

- Sweeping, vacuuming, and carpet cleaning
- Deep cleaning
- Mopping floors
- Cleaning windows and blinds
- Sanitizing bathrooms and bedrooms
- Infection control (keeping germs away)
- Polishing and dusting furniture
- Keeping room quality high every day

What You Need to Be a Housekeeper

You don’t need a special degree or even a high school diploma to become a housekeeper. Most people learn through:

- On-the-job training
- Practice
- Optional certificate programs

Housekeeping is a physical job, so you must be able to:

- Lift at least 25 pounds
- Spend most of the day on your feet
- Work different shifts depending on the hotel's schedule

Important Soft Skills

Besides cleaning skills, housekeepers also need strong people skills and good work habits, such as:

- Customer service: Being friendly and willing to help guests
- Attention to detail: Making sure every room is cleaned well
- Following directions: Using cleaning products the right way
- Communication: Talking clearly with guests and coworkers
- Teamwork: Working well with other housekeepers
- Organization: Keeping the cart neat and using time wisely
- Pride in work: Doing each room with care
- Time management: Finishing tasks on time

Career Paths in Housekeeping

Housekeeping can lead to great career opportunities. Here are some jobs you can grow into:

Assistant Housekeeping Manager:

Helps manage the department, orders supplies, works with vendors, and handles guest complaints.

Director of Housekeeping:

Works in large hotels, manages customer service, handles budgets, and oversees all housekeeping operations.

Executive Housekeeper:

Leads and trains staff, makes schedules, orders supplies, and ensures rooms meet hotel standards.

Assistant Laundry Manager:

Helps manage laundry operations, handles linens and uniforms, trains employees, and ensures clean items are delivered.

Front Desk Assistant Manager:

Some housekeepers move to the front desk. They help front desk agents, solve guest problems, and support sales and service goals.

Adapted from *Housekeeping Professional: Skills and Career Paths*, hcareers.com/ May 21, 2025 (accessed 2/28/26)

5 Great Jobs for Hospitality Students Still in School

Working a job while you're still in school can be a great choice for hospitality students. You can earn money, learn new skills, and get real experience. If you're not sure which job to try, this guide will help!

The hospitality industry is huge. It includes hotels, restaurants, theme parks, cruise ships, and more. That means there are many different jobs you can do while still being a student.

Here are five great jobs for hospitality students:

1. Concierge

A concierge helps guests with anything they need. This might include:

- Giving directions
- Finding tickets for events
- Suggesting restaurants or fun things to do
- Helping solve problems

To be great at this job, you should enjoy helping people, stay calm, be kind, stay organized, and use technology well.

2. Front Desk Agent

Front desk agents are the first people guests meet. They help guests:

- Check in and check out
- Answer questions

- Transfer phone calls
- Give directions
- Schedule appointments
- Keep the office running smoothly

Being friendly and patient is very important.

3. Housekeeper

Housekeepers keep hotels and other places clean. They:

- Make beds
- Replace towels
- Clean bathrooms
- Vacuum floors
- Remove trash
- Keep common areas tidy

There are also chances to move into supervisor or manager roles later.

4. Porter

Porters help guests by carrying their luggage. They may also help guests find their rooms and support the front desk.

5. Waiter/Waitress

Waiters and waitresses work in restaurants, hotels, and cafes. They take orders, bring food and drinks, and handle payments. This job teaches great skills like time management, staying calm, customer service, and basic money skills.

Working While Studying

Having a job while in school can be helpful but challenging. You must:

- Manage your time well
- Balance schoolwork and job tasks
- Make sure you can handle both responsibilities

Many students can do it, and you can too! Working in hospitality helps you build your career and learn important life skills.

Adapted from 5 Great Jobs For Hospitality Students Still In School / hcareers.com / October 18, 2022 (accessed 2/28/26)

6 of the Best Entry-Level Jobs in the Hospitality Industry

The hospitality industry is a great place to start a career. It includes hotels, restaurants, spas, theme parks, cruise ships, and more. There are many kinds of jobs you can try, and you don't always need a lot of experience to get started.

Even though education helps, the hospitality industry also values hands-on experience. Starting with an entry-level job can help you build strong skills and open doors to future promotions.

Here are six beginner-friendly jobs that are great for learning and growing in the hospitality field.

1. Porter (Bellman)

A porter is often the first person guests see when they arrive at a hotel. Porters:

- Help guests with their luggage
- Answer questions about the hotel
- Know where things are located
- Lift heavy items when needed

Career Paths: You can become a bell captain, head porter, or move into front desk jobs.

2. Front Desk Clerk

Front desk clerks work at the hotel's reception desk. They:

- Check guests in and out
- Answer phone calls
- Help with questions or problems
- Keep track of guest records, bills, and receipts
- Use computers to manage information

Career Paths: You can become a front desk supervisor, front desk manager, or move into sales, marketing, operations, or revenue management.

3. Room Attendant

Room attendants are part of the housekeeping team. They:

- Clean guest rooms
- Make beds
- Replace towels and toiletries
- Get rooms ready for the next visitors

Career Paths: You can move up to housekeeping supervisor or executive housekeeper.

4. Maintenance Tech

Maintenance techs help fix and take care of hotel equipment. They may work on:

- Elevators
- Boilers
- Plumbing
- Lights and repairs

Career Paths: You can train to become a maintenance engineer or move into operations roles.

5. Hotel Security Officer

Security officers help keep the hotel safe. They:

- Walk around the property
- Watch for fire, theft, or vandalism
- Make sure hotel rules are followed
- Help protect guests and employees

Career Paths: You can become a security manager or move into regional or corporate safety roles.

6. Food & Beverage (F&B) Service

There are many entry-level F&B jobs, such as:

- Dishwasher
- Busser
- Waiter/Waitress
- Room service attendant
- Host/Hostess
- Prep cook

Career Paths: You can move from dishwasher to prep cook to line cook, or from busser to waiter to supervisor.

Working in hospitality lets you build confidence, learn new skills, and meet people from around the world. These entry-level jobs can help you grow into leadership roles later.

Adapted from 6 of the Best Entry-Level Jobs in the Hospitality Industry/October 11, 2018 (accessed 2/28/26)

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Server: Responsibilities, Skills, and Career Paths

Servers work in restaurants, hotels, banquet halls, and lounges. They help guests from the moment they sit down until they leave. A server's main job is to make sure guests enjoy their meal and have a good experience.

What Do Servers Do?

Servers help guests by:

- Greeting them with a friendly attitude
- Taking drink and food orders
- Bringing meals and drinks to the table
- Checking on guests during their meal
- Fixing any problems with the order
- Cleaning and restocking their station

Servers are very important because they help guests feel welcome and cared for.

Typical Job Responsibilities

Servers often do tasks like:

- Setting up, stocking, and cleaning server stations

- Greeting guests politely
- Learning food safety rules and menu details
- Writing down orders and typing them into the POS computer
- Refilling drinks and checking on guests
- Telling guests about specials
- Cleaning the dining area when needed

Skills Servers Need

To be a great server, you should have:

- Active listening skills
- Good communication skills
- Ability to work fast
- Multitasking skills
- Problem-solving skills
- Basic math skills
- Work as part of a Team

You usually don't need a special degree to be a server. Some places prefer a high school diploma. Servers must be able to carry trays and may need food safety or alcohol service training.

Possible Career Paths for Servers

Kitchen Manager: Oversees kitchen work and helps chefs.

Front Desk Agent: Works in hotels to greet guests and check them in and out.

Cook: Prepares food and works at a specific station in the kitchen.

Bartender: Makes and serves drinks (must be 18 or older to serve alcohol).

Adapted from, *Server: Responsibilities, Skills and Career Paths*/hcareers.com/ May 11, 2021 (accessed 2/28/26)

Oral Presentations: Hotel Positions

Position	Required Education & Training	Median Pay	2-3 Qualifications Needed	3-4 Duties Performed	Work Environment	Skills or Qualities needed	Sources

Outcome #2

Your Skills

Hard Skills	Soft Skills
1.	1.
2.	2.
3.	3.

4.	4.
5,	5
6.	6.
7.	7.

Skills for Hotel Positions

Position	Hard Skills	Soft Skills

Position	Hard Skills	Soft Skills

Position	Hard Skills	Soft Skills

Outcome #3

The Interview

Good Interview Characteristics

Bad Interview Characteristics

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Outcome #3

Interview Questions

Interview Questions	Your Interview Answers

Interview Rubric**Name of Student:** _____

Directions: You will rank your classmate on how well they did in their interview. The scale is 1 (needs a lot of improvement) to 5 (very good). Circle the number that you think best describes their performance.

1. Presentation

A. Dresses appropriately	1 2 3 4 5
B. Smiles	1 2 3 4 5
C. Shakes Hands	1 2 3 4 5
D. Shows confidence	1 2 3 4 5
E. Maintains good posture	1 2 3 4 5
F. Camera on	1 2 3 4 5
G. Face is clearly visible on screen	1 2 3 4 5
H. Appropriate background and lighting	1 2 3 4 5
I. No background noise or distractions	1 2 3 4 5
J. Says thank you	1 2 3 4 5

2. Comprehension

A. Understands questions	1 2 3 4 5
B. Responds to questions correctly	1 2 3 4 5
C. Asks to repeat, if necessary	1 2 3 4 5
D. Asks interviewer questions	1 2 3 4 5

Comments: _____

Outcome #4

Crafting a Standout Hospitality Resume: Top 10 Questions Answered

Getting a job in the hospitality industry—like working at a hotel, restaurant, or event center—takes more than being friendly. You also need a strong resume that shows why you're the right person for the job.

Here are 10 common questions people ask when creating a hospitality resume, plus simple answers and examples.

1. How do I show my skills and experience?

Make your resume match the job you want. List skills like customer service, problem-solving, staying organized, and good communication. Example: 'Helped customers by answering questions quickly and politely.'

2. Should I add a summary at the top?

Yes. Write a short summary about your experience and goals in 1–2 sentences.

3. How do I show that I can work fast?

Use real examples like staying calm during busy times or serving food quickly.

4. Do I need to list my education?

Yes. Include your school information or certificates.

5. How do I show I am flexible?

Share times you learned new tasks or helped in different areas.

6. Should I include awards?

Yes! Add awards or numbers that show your success.

7. How do I show I care about guest satisfaction?

Talk about times you made guests happy or improved their experience.

8. Do I need to put references on my resume?

No. Employers will ask for references later.

9. Should I make a different resume for each job?

Yes. Make one version for each job type, like front desk or server.

10. How can I make my resume look nice?

Use a clean layout, clear headings, bullet points, and easy-to-read text.

Making a great hospitality resume helps you show your best skills and opens the door to exciting jobs.

Adapted from, *Crafting a Standout Hospitality Resume: Top 10 Questions Answered Resume* hcareers.com/ February 27, 2024 (accessed 2/28/26)

Outcome #4

Resume Article Questions

Instructions: Some of these questions/statements could be answered with a simple “Yes” or “No.” In addition to the Y/N answer, you should refer to the article for evidence to support your answers. Please answer in complete sentences.

1. When should references be included on a resume?

2. If I don't have a degree or certification in hospitality, I should not include my educational background.

3. 4 skills relevant to the hospitality industry were listed in the article. Which of these skills could you include on your resume?

4. Have you received any awards or achievements for your current or past jobs? Write about your awards here:

5. Can you work in a fast-paced environment? Give an example from one of your jobs or from life.

Outcome #4

Resume Template

Contact Information

Name:

Address:

Telephone number:

e-mail address:

Objective:

Work Experience

Job Title	Company/Location	Dates
Job responsibility		
Job Responsibility		
Job Responsibility		

Job Title

Company Location

Dates

Job responsibility

Job Responsibility

Job Responsibility

Job Title

Company/Location

Dates

Job Responsibility

Job Responsibility

Job Responsibility

Skills (list 3 hard skills and 3 soft skills)

*

*

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*

*

Education/Certifications

School	Location	Degree	Dates

Awards

*

*

*

Outcome #4

Resume Rubric for Entry-Level Hospitality Jobs

This rubric helps you check if your classmate's resume is ready to send to an employer.

Score each item **1–3 points**.

1 = Needs Work

2 = OK

3 = Strong

1. Contact Information (9 points total)

Item	What to Look For	Points
Name and Address	First and last name are on top and easy to see. Full Address is given	1–3
Phone Number	A working number that you answer	1–3

Email	A simple email (example: <code>firstname.lastname@gmail.com</code>)	1–3
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2. Job Goal (3 points total)

Item	What to Look For	Points
Job Goal Sentence	One short sentence saying what job you want. Example: “I want a job as a front desk worker.”	1–3

3. Skills Section (9 points total)

Item	What to Look For	Points
Soft Skills	Example: friendly, helpful, patient, cooperative	1–3

Hard Skills	Example: cleaning rooms, serving food,	1–3
Work Tools	Example: cash register, computer, phone, cleaning tools	1–3

4. Work Experience (9 points total)

Item	What to Look For	Points
Job Title + Company	Example: “Server – McDonald’s”	1–3
Job Duties	3–5 simple bullet points starting with action words (Helped, Cleaned, Served)	1–3
Dates of Work	Month and year. Example: “June 2023 – August 2024”	1–3

5. Education (6 points total)

Item	What to Look For	Points
School or Program Name	Example: “Adult Education Program – GED”	1–3
Graduation or In-Progress Info	Example: “Working toward GED” or “Graduated 2025”	1–3

6. Extra Training or Certificates (6 points total)

Item	What to Look For	Points
Hospitality Training	Example: food safety, customer service class	1–3
Proof/Details	Includes date or place of training	1–3

7. Resume Format (9 points total)

Item	What to Look For	Points
Easy to Read	Clear font, simple layout, not crowded	1–3
Spelling/Grammar	Mostly correct spelling and punctuation	1–3
One Page	Resume fits on one page	1–3

100 Scoring Guide

- **40–45 points:** Excellent resume. Ready to send!
- **30–39 points:** Good resume. Needs small fixes.
- **20–29 points:** Needs work. Some parts are missing or hard to read.
- **Below 20:** Start with basics. Add missing sections first.

Outcome #4

Choosing a Digital Resume Template

What does ATS stand for?	
Why do companies use ATS?	
What items should you not include on your resume?	
Describe the format of a resume that is ATS friendly.	

Outcome #5

Hotel Positions

	Hotel Name and Location	Job Title	Rate of pay	3 job duties	3 skills or qualifications	3 Benefits	Would you like to work for this company? Give two reasons why or why not.
Job 1							

Job 2

Job 3

Outcome #5

Hotel Positions - Poster Presentations

	Hotel Name and Location	Job Title	Rate of pay	3 job duties	3 skills or qualifications	3 Benefits	Did presenters like the company? Why or why not?
Group 1							

Group 2

Group 3

Group 4

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Outcome #6

Line Cook vs. Prep Cook: What's the Difference?

A kitchen is a busy place where many people work together to make food. Each person has an important job. Two common jobs in a restaurant kitchen are line cook and prep cook. These jobs may sound similar, but they are different in what they do.

What Is a Line Cook?

A line cook works at a cooking station in the kitchen. Each station has a certain job, like grilling, frying, or making salads. Line cooks make the food customers order. They must work quickly and follow the chef's directions.

Line cooks usually:

- Cook menu items the way the chef wants
- Make sure food looks and tastes good
- Keep their work area clean and safe
- Prepare dishes on time
- Keep ingredients and tools ready at their station

What Is a Prep Cook?

A prep cook gets all the ingredients ready before the cooking begins. They wash, cut, and measure food so line cooks can work quickly during busy times.

Prep cooks usually:

- Keep track of ingredients and kitchen tools
- Restock items when they run low
- Label and store food safely
- Make simple items like sauces
- Help with cleaning, dishes, and taking out trash

Key Differences

- Prep cooks get the food ready. Line cooks cook the food.
- Line cooks need more training and usually earn more money.

Final Thoughts

Both jobs are good ways to start a career in cooking. Many people begin as prep cooks and work their way up to line cook. If you enjoy working with food, these jobs can help you learn and grow in a kitchen.

Adapted from, *Line Cook vs. Prep Cook: Know the Difference* [hcareers.com/September 22, 2025](https://hcareers.com/September%2022) (accessed on 2/28/26)

Outcome #6

Pastry Chef vs. Baker: Are They the Same Job?

Many people hear the words pastry chef and baker and think they mean the same thing. They both work with flour, sugar, and ovens. They both make bread, desserts, and other baked goods. But the two jobs are different.

What Is a Baker?

A baker usually works very early in the morning. Many bakers start their day at 2 or 3 a.m. They make large amounts of baked goods every day. Their work is often fast and physical.

Bakers usually:

- Bake bread, muffins, pastries, and sometimes simple cakes
- Follow a tight schedule to make many items
- Focus on production and baking
- Do very little decorating

A baker's job is hard on the body. It involves lifting, mixing, kneading dough, and standing for long hours.

What Is a Pastry Chef?

A pastry chef also bakes, but their job includes much more than that. The word chef means boss, and many pastry chefs lead a small team. They also handle planning and paperwork.

Pastry chefs usually:

- Make desserts in smaller amounts or for special orders
- Decorate cakes, desserts, and plates with sauces or garnishes
- Create detailed, artistic desserts
- Manage helpers in the kitchen
- Order supplies and help with schedules and budgets
- Talk to customers and solve problems

How Are the Jobs Different?

Here are the biggest differences:

Work Style:

- Bakers make large amounts of simple baked goods.
- Pastry chefs focus on smaller, detailed desserts.

Physical Work:

- Bakers do more physical labor.
- Pastry chefs do more planning and problem-solving.

Creativity:

- Bakers decorate very little.
- Pastry chefs spend a lot of time decorating.

Responsibilities:

- Bakers mostly bake.
- Pastry chefs bake, lead others, plan menus, and order supplies.

Final Thoughts

A pastry chef is a type of baker, but also much more. A baker is not a pastry chef, but their job is just as important.

Both jobs require special skills. Both can be challenging in different ways. And both are important in any kitchen.

Adapted from, *Pastry Chef & Baker; Different Titles for Same Job?* [hcareers.com/October 16, 2008](http://hcareers.com/October%2016,2008) (accessed 3/1/26)

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Server: Job Duties, Skills, and Career Paths

Servers work in places like restaurants, hotels, lounges, and banquet halls. Their main job is to greet guests, take their food and drink orders, and bring the food to the table. Servers help make sure guests have a good experience from the time they sit down until they leave. They check on guests during the meal and fix any problems.

Typical Job Duties:

- Set up, stock, and clean their work area
- Greet guests in a friendly way
- Learn basic food safety, how food is prepared, and what is on the menu
- Write down or enter orders into the computer
- Check on guests during the meal and refill drinks
- Tell guests about food or drink specials
- Help clean the dining area when needed

Skills Servers Need:

- Active listening
- Communication
- Working fast

- Multitasking
- Problem-solving
- Basic math
- Teamwork

Education or Training:

Most server jobs do not require special education. Some places prefer a high school diploma or GED. Servers must be able to carry food trays. Some jobs may require food safety training or alcohol service training.

Possible Career Paths:

Kitchen Manager: Helps run the kitchen and works with managers and chefs.

Front Desk Agent: Helps guests check in and out and answers questions.

Cook: Prepares food and works at a station in the kitchen.

Bartender: Makes and serves drinks. Must be 18 or older to serve alcohol.

Adapted from, *Server: Responsibilities, Skills and Career Paths*/hcareers.com/May 11, 2021 (accessed 3/01/26)

Outcome #6

Culinary Positions

Job Title	Required Education/Training	Median Pay	2-3 Qualifications Needed	3-4 Duties Performed	Work Environment	Skills or Qualities Needed	Sources

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Outcomes #7

The STAR Method: Interview Practice

The STAR Method is a simple way to answer interview questions. It helps you tell a clear story about a time when you solved a problem, worked with others, or completed a task.

STAR stands for: Situation, Task, Action, Result.

Situation:

This tells what was happening. Explain where you were and what the problem or job was.

Task:

This tells what you need to do. Explain your goal or responsibility.

Action:

This tells what you did to fix the problem or finish the job. Use 'I' to explain your actions.

Result:

This tells what happened in the end. Explain the good outcome of your actions.

Example STAR Answer:

Situation: There were many customers waiting at the restaurant.

Task: My job was to help seat customers and keep the line moving.

Action: I spoke calmly with customers, found open tables, and asked a coworker to help.

Result: Customers got seated faster, and several thanked us for our hard work.

Why Use the STAR Method?

The STAR Method helps you stay calm, tell clear stories, and show your problem-solving skills during an interview.

Examples of STAR Questions:

1. Tell me about a time you helped a customer.
2. Tell me about a time you worked on a team.
3. Tell me about a time you solved a problem at work or school.
4. Tell me about a time you had to learn something new.
5. Tell me about a time you stayed calm when things got busy.
6. Tell me about a time you had a disagreement with someone. What did you do?
7. Tell me about a time you made a mistake. What did you learn?

Outcome #7

STAR Method Worksheet

S	T	A	R

Outcome #7

STAR Method Video Answer Key

S – Employee frustrated with supervisor because the performance review process wasn't fair.

T – Find a solution to create a more fair performance review template and process.

A – Employee put together a group of people to discuss the problem and create a more fair performance review template and process.

R – Supervisor put the process into practice and employee engagement increased by 15%.

Outcome #7

STAR Hotel Front Desk Agent Scenario

Instructions: Below is an answer given by a candidate applying for a front desk position in a hotel. The candidate uses the STAR method to describe how they solved a situation involving a guest.

Read through the answer and discuss it with your group. Identify the four parts of STAR in the answer. Write your answers in the STAR worksheet. Remember, STAR stands for:

Situation

Task

Action

Result

While working as a front desk associate at a 4-star hotel, a guest arrived late at night after a long international flight, only to find that their reservation had been accidentally cancelled due to a system error. Unfortunately, the hotel was fully booked due to a local convention. My responsibility was to find a solution quickly to ensure the guest had a place to stay, while also maintaining the hotel's reputation and delivering excellent customer service under pressure. I immediately apologized for the error and reassured the guest that I would find a solution. I contacted nearby partner hotels and secured a complimentary room for the night. I also arranged for free transportation to the partner hotel and offered a complimentary upgrade and dinner for the remainder of their original stay once they returned the next day. I documented the issue and reported the system error to management to prevent it from happening again. The guest was extremely appreciative of the quick action and understanding. Upon returning to our hotel the next day, they praised the service in a feedback survey and left a positive review online. They even mentioned that while the initial problem was frustrating, the way it was handled made their stay more memorable and enjoyable.

Outcome #7

Hospitality Interview Questions

Positions	Questions	Answers
Front Desk		

Housekeeper

Porter		
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Server

Outcome #8

What Are SMART Goals?

A SMART goal is a goal that helps you focus and stay organized. The word SMART helps you remember five important parts of a good goal.

- ♦ **S – Specific**

A specific goal tells exactly what you want to do.

Not specific: “I want to get better at reading.”

Specific: “I want to read 20 minutes every day.”

- ♦ **M – Measurable**

A measurable goal lets you check your progress.

Ask yourself: How will I know I reached my goal?

- ♦ **A – Achievable**

An achievable goal is something you can realistically do. It should challenge you, but still be possible.

- ♦ **R – Relevant**

A relevant goal is important to you. It should match something you care about or want to improve.

- ♦ **T – Time-Bound**

A time-bound goal has a deadline.

Ask yourself: When do I want to finish?

Example of a SMART Goal

“I will read five books by the end of the school year by reading 20 minutes every evening.”

Specific: Read five books

Measurable: You can count the books

Achievable: It's possible if you read daily

Relevant: Helps you get better at reading

Time-Bound: By the end of the school year

Why SMART Goals Help

SMART goals make big tasks feel smaller and easier. They help you stay on track, stay motivated, and feel proud when you finish!

Outcome #8

SMART Goals Worksheet Name: _____ **Date:** _____

Part 1: Multiple Choice - Circle the correct answer

1. What does the 'R' in SMART stand for?

a) Ready b) Relevant c) Realistic

2. Which goal is measurable?

a) I want to do better in science. b) I will study science for 15 minutes every day. c) I hope I learn more science this year.

3. A goal that has a deadline is: a) Achievable b) Time-Bound c) Specific

4. Which goal is a SMART goal?

a) I want to read more. b) I will read 20 minutes every night for the next month. c) I hope I become a better reader soon.

Part 2: Short Answer - Write a brief phrase or sentence to answer the questions

5. What does it mean when a goal is specific?

6. Why is it helpful for a goal to be achievable?

7. Which part of SMART goals is the most important? Why?

Part 3: True or False

8. _____ A relevant goal is important to you.

9. _____ A SMART goal should be impossible to reach.

10. _____ A measurable goal can be tracked or counted.

Part 4: Application

11. Rewrite this goal to make it SMART: 'I want to be better at spelling.'

12. Write your own SMART goal for the next month.

Outcome #8

SMART Goals Practice

Name: _____ Date: _____

Goal 1: Improve Reading Skills

General Goal: "I want to get better at reading."

1. Specific: What exactly will you do to improve your reading?

2. Measurable: How will you track your progress?

3. Achievable: How often and how much will you practice?

4. Relevant: Why is this goal important to you?

5. Time-Bound: When do you want to reach this goal?

Final SMART Goal:

I will _____
for _____ so that by _____
I can _____.

Goal 2: Improve Math Skills

General Goal: "I want to get better at math so I can pass my class."

1. Specific: Which math skill will you focus on?

2. Measurable: How will you know you are improving?

3. Achievable: How and how often will you practice math?

4. Relevant: Why is improving math important to you?

5. Time-Bound: By when do you want to see improvement?

Final SMART Goal:

I will improve _____

by practicing _____ for _____.

By _____, I will be able to _____.

Goal 3: Improve Job Readiness

General Goal: "I want to get a better job."

1. Specific: What job skill do you want to improve?

2. Measurable: How will you know your skill has improved?

3. Achievable: What will you do to build this skill?

4. Relevant: Why does this matter to your future job goals?

5. Time-Bound: When do you want to achieve this?

Final SMART Goal:

I will improve my _____ skills

by _____ for _____

so that by _____ I can _____.

Outcome #9

6 of the Best Entry-Level Jobs in the Hospitality Industry

The hospitality industry is a great place to start a career. It includes hotels, restaurants, spas, theme parks, cruise ships, and more. There are many kinds of jobs you can try, and you don't always need a lot of experience to get started.

Even though education helps, the hospitality industry also values hands-on experience. Starting with an entry-level job can help you build strong skills and open doors to future promotions.

Here are six beginner-friendly jobs that are great for learning and growing in the hospitality field.

1. Porter (Bellman)

A porter is often the first person guests see when they arrive at a hotel. Porters:

- Help guests with their luggage
- Answer questions about the hotel
- Know where things are located
- Lift heavy items when needed

Career Paths: You can become a bell captain, head porter, or move into front desk jobs.

2. Front Desk Clerk

Front desk clerks work at the hotel's reception desk. They:

- Check guests in and out
- Answer phone calls
- Help with questions or problems
- Keep track of guest records, bills, and receipts
- Use computers to manage information

Career Paths: You can become a front desk supervisor, front desk manager, or move into sales, marketing, operations, or revenue management.

3. Room Attendant

Room attendants are part of the housekeeping team. They:

- Clean guest rooms
- Make beds
- Replace towels and toiletries
- Get rooms ready for the next visitors

Career Paths: You can move up to housekeeping supervisor or executive housekeeper.

4. Maintenance Tech

Maintenance techs help fix and take care of hotel equipment. They may work on:

- Elevators

- Boilers
- Plumbing
- Lights and repairs

Career Paths: You can train to become a maintenance engineer or move into operations roles.

5. Hotel Security Officer

Security officers help keep the hotel safe. They:

- Walk around the property
- Watch for fire, theft, or vandalism
- Make sure hotel rules are followed
- Help protect guests and employees

Career Paths: You can become a security manager or move into regional or corporate safety roles.

6. Food & Beverage (F&B) Service

There are many entry-level F&B jobs, such as:

- Dishwasher
- Busser
- Waiter/Waitress

- Room service attendant
- Host/Hostess
- Prep cook

Career Paths: You can move from dishwasher to prep cook to line cook, or from busser to waiter to supervisor.

Working in hospitality lets you build confidence, learn new skills, and meet people from around the world. These entry-level jobs can help you grow into leadership roles later.

Adapted from *6 of the Best Entry-Level Jobs in the Hospitality Industry*/October 11, 2018 (accessed 2/28/26)

Outcome #9

6 Entry-Level Jobs in Food Service

If you want to work in a restaurant or food service, there are many jobs you can start with. You can begin even if you do not have experience. These jobs can help you grow and learn new skills.

Below are six common entry-level jobs in food service.

Bartender

Bartenders make drinks and talk with customers. You can work in a restaurant, hotel, or bar. You must talk with guests, be friendly, and make sure people drink safely. You also keep the bar clean and stocked.

Skills bartenders need:

- Communication
- Organization
- Staying calm

Busser

Bussers help servers. They clean tables, bring items to guests, and make sure the dining room looks nice.

Skills bussers need:

- Time management

- Teamwork
- Attention to detail

Dishwasher

Dishwashers clean dishes and help keep the kitchen clean.

Skills dishwashers need:

- Time management
- Attention to detail
- Staying calm

Host / Hostess

Hosts greet guests and take them to their tables. They help keep the restaurant neat and organized.

Skills hosts need:

- Organization
- Problem-solving

Line Cook / Prep Cook

Cooks prepare food, follow recipes, and keep their work area clean.

Skills cooks need:

- Attention to detail
- Communication

Server

Servers take orders, bring food, and help guests.

Skills servers need:

- Communication
- Attention to detail
- Problem-solving

Working in food service can be a great first job. Many people start in restaurants and grow into other careers.

Adapted from, *6 Entry-Level Careers in Foodservice*/ hcareers.com/November 17, 2020 (accessed 3/1/26)

Outcome #9

What Are SMART Goals?

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A measurable goal lets you check your progress.

Ask yourself: How will I know I reached my goal?

♦ A – Achievable

An achievable goal is something you can realistically do. It should challenge you, but still be possible.

♦ R – Relevant

A relevant goal is important to you. It should match something you care about or want to improve.

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Relevant: Helps you get better at reading

Time-Bound: By the end of the school year

Why SMART Goals Help

SMART goals make big tasks feel smaller and easier. They help you stay on track, stay motivated, and feel proud when you finish!

Outcome #9

Career Focused SMART Goal Worksheet

General Career Goal _____

Change this goal into a SMART goal that can help you achieve the next step to a career in hospitality. Your goal needs to be Specific, Measurable, Achievable, Relevant and Time bound.

Specific – What exactly do you want to do?	
Measurable – Check your progress. How will you know you've met your goal?	

Achievable – Something you can realistically do	
Relevant – It is important to you.	
Time-Bound – It has a deadline.	

SMART Career Goal

Take the information you have written above and write it as a sentence. That is your SMART Goal.
