

# Are You Ready for a Career in Hospitality?

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**April 28, 2022, 9am-3pm – Palmer House Hilton – 3rd Floor**

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## About The Event

Hospitality Hires Chicago is the premier hospitality hiring event in Chicago. Hospitality Hires Chicago provides employers with a strategic approach to finding their next great hire and for job seekers to land their next great offer, by working with Chicagoland's premiere workforce development organizations.

# Hospitality Industry

The hospitality industry encompasses a variety of sectors, including Food and Beverage, Lodging, Recreation, Travel and Tourism and more.

**1**

## Food & Beverage

The food and beverage industry, also known as the food service industry, consists of businesses that prepare food for customers. It is the largest segment of the hospitality industry in the US. It is estimated that the foodservice industry provides 50% of all meals eaten in the US today.

**2**

## Lodging

Lodging, also known as accommodation, is a place to sleep for one or more nights. A business in the lodging industry is a business that provides a place for people to sleep overnight. It can be one of many sleeping places such as a fancy hotel, a youth hostel, an elder hostel, a campground, or highway side motel.

**3**

## Recreation

Recreation is any activity that people do for rest, relaxation, and enjoyment. There are four general types of recreation businesses: entertainment, attractions, spectator sports, and participatory sports.

**4**

## Travel & Tourism

The travel industry is in the business of moving people from place to place while the tourism industry provides those people with services that promote travel and vacations. Busses, planes, cabs, boats, and passenger trains are all part of the travel industry while travel agencies, tour operators, cruise companies, convention planners, and visitors bureaus are all part of the tourism industry.



## Interview Checklist

- Soft Skills
- Time Management
- Communication Skills
- 1 Minute Elevator pitch
- Social Media Do's and Don'ts
- References
- Interview Attire and Grooming
- Resume Ready

# What are Soft Skills?



“Soft skills” are how you present yourself to an employer and include your verbal and non-verbal communication, manners, empathy for others, and ability to work with others.



One of the most important attributes that employers also seek in a prospective candidate is adaptability. Is the candidate easy to coach and will they be able to adapt to any changes that the company might be presented with?

### Key Discussions:



Time Management



Communication Skills

# Time Management

Time management is the ability to be on time, and complete your work projects in a timely manner. In a work environment this means meeting deadlines, setting priorities, and staying on task. The best time to demonstrate this skill is at your interview.



- Arrive on Time to Interview
- Always arrive 15-30 minutes ahead of your interview start time. Plan how you will get to interview the night before.



- Check Driving Route
- Re-check the directions in real time at least an hour before you think you need to leave.



- Leave Home Early
- Give yourself at least 15 minutes spare every 30 minutes you expect to be in traffic or commuting.



- Public Transportation
- If you're using public transportation, choose a route that will get you to your location with plenty of time to spare, and don't forget to take into account any necessary walking from the drop off point to the building. As a backup, have an alternate route planned in case of emergency.

# Communication Skills

One of the highest skills on demand that many company recruiters look for in job applicants is having good communication skills. Communication includes talking, writing, listening, and body language.



## Things to Remember

- ✓ Greet the Interviewer
- ✓ Handshake
- ✓ Facial Expression
- ✓ Body Language
- ✓ Eye Contact
- ✓ Voice and Tone
- ✓ Personal Conversations
- ✓ Common Courtesy



# 1-Minute Elevator Pitch



Prepare a 1-minute elevator pitch to share with employers about yourself, and what you can offer an employer, professionally.

Write pitch down on paper, practice it, and do not use slang. Be confident when talking about yourself and what you can offer!

## Questions to ask yourself when preparing a pitch

- Who are you?
  - Full name
  - Your interest (about working, volunteering, internships)
  - School graduation or status (if applicable)
- What do you like to do or what can you offer (previous experience)?
  - How many years of experience (sports, clubs, previous work experience)
  - Accomplished activities or experiences learned
- What do you bring to table?
  - Explain why you would be a value to the company
  - Explain why you chose to apply for the company (speak about company history, services, products, personal experience with company)
- Practice speech with friends, counselors, parents, Career Coach, spouse, etc.



## Do

1. Use social media to network and job search by using social platforms like LinkedIn and Facebook job boards
2. Join social media groups that focus on related career interests, workforce overall, and professional development
3. Follow companies via social media to be on top of their current news
4. Have separate professional and personal social media accounts
5. Have a professional profile picture –DIY or Professional
6. Lock your personal account with the highest privacy settings.



## Don't

1. Forget everything online can be seen by anyone if not protected
2. Link your personal account to job applications, only use your professional account
3. Share unprofessional profile or status pictures
4. Allow your account to become outdated
5. Post political, religion, or vulgar comments on your professional social media sites

# Interview Attire & Grooming: Dress to Impress

## Examples of what to wear

1. Blouse (women)/collar button-up shirt (men)
2. Tie (preferred)
3. Slacks (men and women)
4. Skirt (by knee or below knee length)
5. Sweater vest or sweater with button up (men and women)
6. Blazer (men and women)

## Grooming

1. Deodorant
2. Hair style-simple and professional
3. Nails-clean and neutral polish. Short preferably.
4. Ironed clothing
5. Clean teeth, fresh breath
6. Daytime, neutral makeup – no glitter, shimmer or evening looks



# Is Your Resume Ready?



- Make sure your resume has your current contact information, including a working telephone number and an email address that you can access.
- Include your most recent work experience, as well as relevant experience to the position you are applying for.
- Spellcheck your resume and make sure you do not have any typos.
- Be honest and accurate about your past experience – do not embellish or inflate your skills. Interviewers can tell.

# Need Help with Preparing for the Event?

## The Hospitality & Tourism Sector Center

218 S. Wabash, Suite 540, Chicago, IL 60604 ♦ (312) 281-7925

Email: [kbrown@pyramid-pci.com](mailto:kbrown@pyramid-pci.com)



- Brush up on your soft skills before you interview with our Foundations for Career Empowerment Workshop, offered every Tuesday at 10:00am and our Time Management Workshop, offered every Friday at 10:00am.
- Update your resume at our Resume 101 Workshop, offered every Wednesday at 10:00am.
- Practice your interview skills and attend our Interviewing Techniques Workshop, offered every Thursday at 10:00am.
- Reach out the Partnership's American Job Center network at 800-720-2515



# SEE YOU SOON!

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**April 28, 2022 ★ Palmer House Hilton, 3<sup>rd</sup> Floor**



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