

Southwark Hospitality Skills Hub

Hospitality Careers Guide

What is Hospitality?

Hospitality is all about helping people feel welcome, comfortable, and cared for. It's everywhere, from eating out to staying in hotels, travelling or attending events.

In simple terms, hospitality means:

- Making sure guests or customers have a good experience.
- Providing services like food, drinks, accommodation, or entertainment.
- Being friendly, helpful, and professional at all times.



Where you see hospitality:

- **Hotels & Accommodation:** Receptionists, housekeepers, and managers make guests feel at home.
- **Restaurants & Cafés:** Staff take orders, serve food, and ensure customers enjoy their meal.
- **Travel & Tourism:** Tour guides, travel agents, and planners help people explore new places.
- **Events & Entertainment:** Organisers, caterers, and theme park staff create memorable experiences.



Why hospitality matters:

- Makes people feel welcome and comfortable wherever they go.
- Creates memorable experiences like fun parties, great meals or relaxing stays.
- Supports other industries like tourism, transport, and entertainment.
- Provides jobs for many people, from entry-level roles to managers.

What makes it special:

- People-focused: Every job is about helping someone else.
- Fast-paced and exciting: No two days are the same.
- Opportunities for growth: Start with little experience and move up.
- Skills development: Teamwork, communication, problem-solving, organisation.



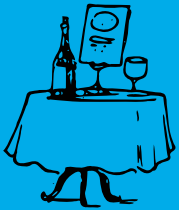
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Main Areas of Hospitality

Hotels & Accommodation:

- **Jobs:** Receptionist, Housekeeping, Concierge, Hotel Manager.
- **You do:** Greet guests, check people in, keep rooms clean.
- **Why it's great:** Meet lots of people and see how hotels run.



Food & Drink:

- **Jobs:** Chef, Barista, Waiter/Waitress, Bartender, Catering Assistant.
- **You do:** Cook and serve food, welcome customers.
- **Why it's great:** Creative, fast-paced, fun environment.

Travel & Tourism:

- **Jobs:** Tour Guide, Travel Agent, Holiday Planner.
- **You do:** Plan trips, show visitors around.
- **Why it's great:** Work with people from all over the world, sometimes travel.



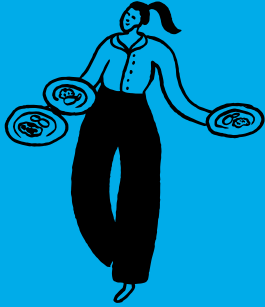
Types of Jobs in Hospitality

Type	Examples	What you do
Front of House	Receptionist, Waiter	Meet guests, take orders and make people feel welcome
Back of House	Chef, Cleaner	Work behind the scenes, prepare food or rooms
Management	Supervisor, Hotel Manager	Lead teams, plan schedules, and manage operations
Specialist	Marketing, HR	Work in customer service, finance or HR

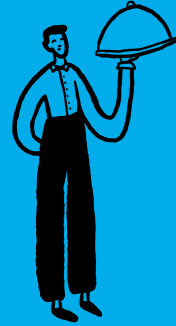
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Skills You'll Need:

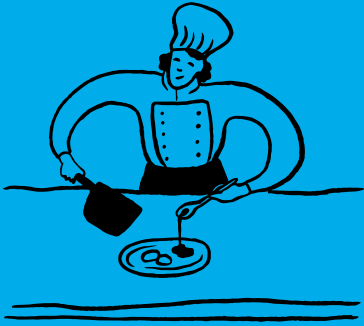


Friendly & welcoming
Good communication
Teamwork
Problem-solving
Organised & reliable



Why Choose Hospitality?

Many job opportunities
Start young and grow your career
Fun, busy, social work environment
Travel and flexible hours possible



Career Paths in Hospitality

Many students don't realise that hospitality offers lots of ways to progress. You can start in an entry-level job and work your way up to management, specialist roles, or even running your own business. The hospitality industry is huge and there are many ways to grow your career.



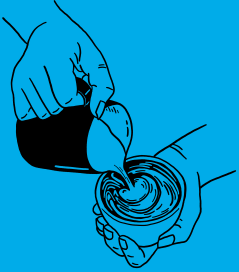
1. Hotels & Accommodation:

- **Entry-level:** Receptionist, Housekeeping or Concierge.
- **Mid-level:** Guest Services Supervisor, Team Leader, Front of House Manager.
- **Senior-level:** Hotel Manager, Operations Manager, Regional Manager or HR Manager.
- **Example:** Start as a receptionist → learn guest services → become a Front of House Manager → eventually run a whole hotel.

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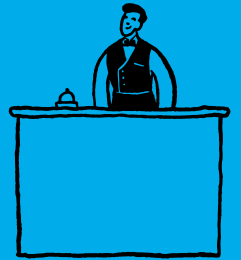
2. Food & Drink:



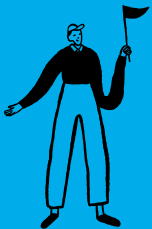
- **Entry-level:** Waiter/Waitress, Barista, Kitchen Assistant or Dishwasher.
- **Mid-level:** Supervisor, Head Chef, Shift Manager.
- **Senior-level:** Restaurant Manager, Executive Chef, Catering Manager.
- **Example:** Start as a waiter → become a shift supervisor → manage a restaurant → become a hotel or restaurant manager.

3. Travel & Tourism:

- **Entry-level:** Tour Guide, Travel Agent Assistant, Holiday Planner.
- **Mid-level:** Senior Tour Guide, Travel Consultant, Operations Supervisor.
- **Senior-level:** Travel Manager, Tourism Director.
- **Example:** Start as a tour guide → manage a team of guides → work for a travel company as operations manager → lead a branch or region.



4. Events & Entertainment:



- **Entry-level:** Event Assistant, Front Desk, Theme Park Staff.
- **Mid-level:** Event Coordinator, Shift Supervisor, Operations Manager.
- **Senior-level:** Event Manager, Conference Director, Festival Director.
- **Example:** Start as an event assistant → coordinate larger events → manage a team → plan and run major festivals or conferences.

Other Specialist Careers:

- **Marketing & Sales:** Promote hotels, restaurants, events.
- **Human Resources (HR):** Recruit and train staff.
- **Finance & Accounting:** Budgeting, payroll, managing costs.
- **Customer Service & Guest Relations:** Solve problems and ensure guests are happy.

Tip: Many of these specialist roles allow you to move across sectors. For example, HR skills gained in a hotel can transfer to restaurants or events.

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Benefits of Working in Hospitality

- **Lots of Job Opportunities:** A huge industry with roles in hotels, restaurants, events, tourism, and travel.
- **Career Growth:** Start in entry-level roles and progress to management or specialist jobs. Apprenticeships and training programs are available.
- **Meet New People:** Work with colleagues and customers from around the world.
- **Variety & Excitement:** Every day is different - planning events, serving guests, or managing a hotel.
- **Flexibility:** Part-time, full-time, or seasonal work is available. Some roles allow travel or international experience.
- **Develop Transferable Skills:** Teamwork, problem-solving, organisation, leadership, customer service. Skills useful in any career.
- **Earning Potential:** Entry-level roles can lead to well-paid management and specialist positions.
- **Rewarding Work:** Helping people, solving problems, and creating positive experiences is very satisfying.

How to Get Started:

- Part-time jobs or work experience in cafés, restaurants and hotels.
- Apprenticeships or training programs.
- Short courses: Food hygiene, customer service, event planning.
- Focus on school subjects: English, Maths, IT, languages.
- Volunteer at local events, charities or attractions.



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Tip: Hospitality is about people first, jobs second. If you enjoy helping others, solving problems, and seeing happy faces, it could be the perfect career for you!