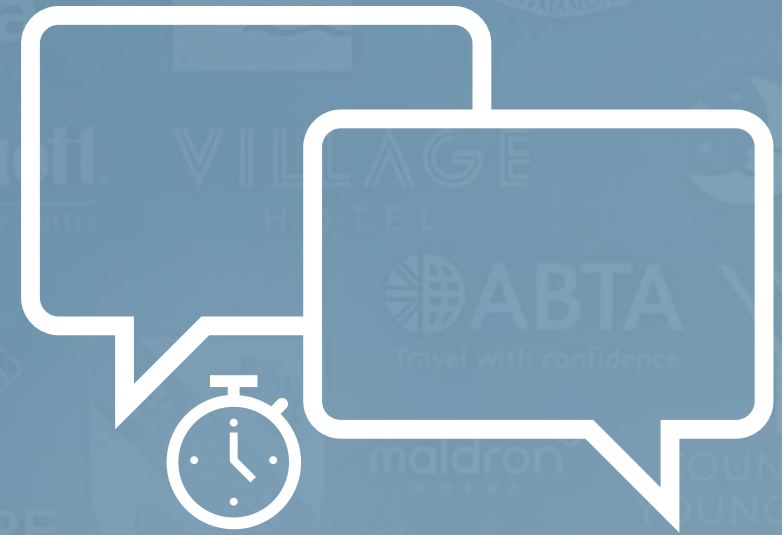


Business Skills:

Week 8 – Practical Skills and Linkedin



Learning Outcome and objectives.

- Develop an understanding of the practical skills needed for a successful career in hospitality
- Understand the key practical skills required in the hotel industry.
- Learn best practices for serving guests and handling guest needs.
- Search Linkedin and gain an understanding of the platform.

The Importance of Hospitality in the Hotel Industry

Definition of Hospitality:

“The friendly and generous reception and entertainment of guests”

(Oxford Dictionary, 2024)

Core Values:

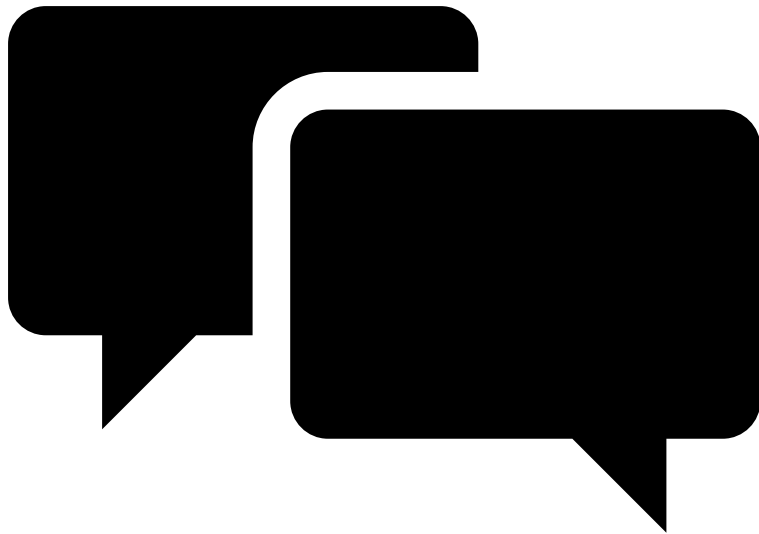
Empathy, attentiveness, professionalism.

Impact of Excellent Service:

Enhances guest satisfaction, increases loyalty, and boosts reviews and reputation.

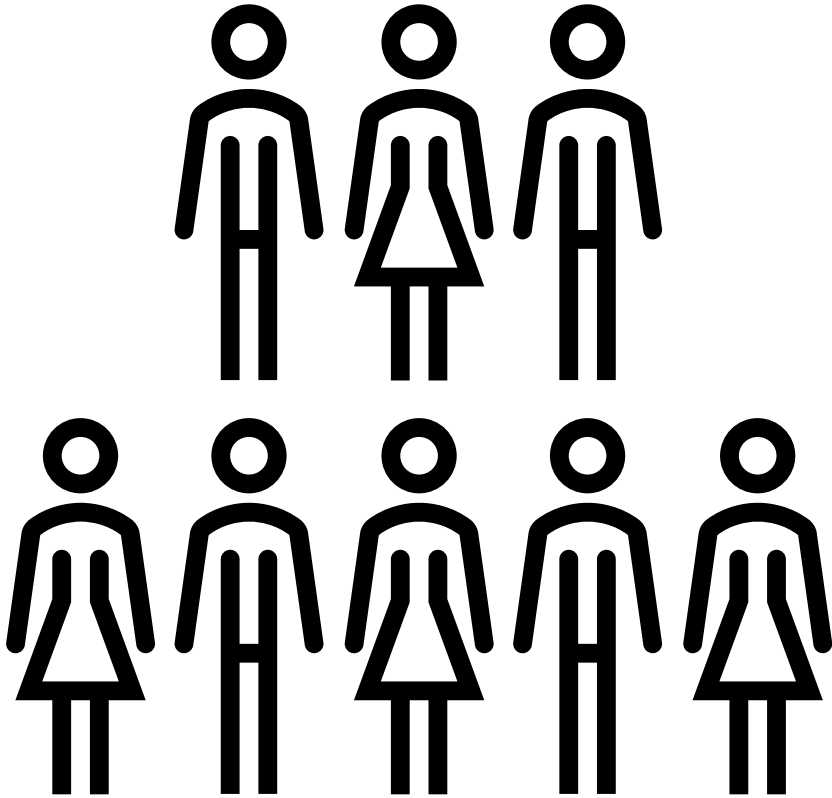
Essential Practical Skills in Hospitality

Communication Skills:



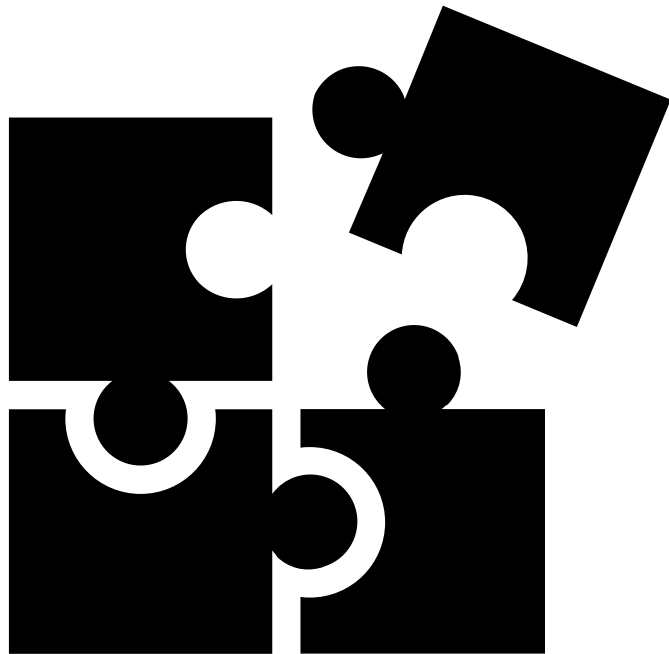
- **Active listening.**
- **Clear verbal and non-verbal communication.**
- **Handling complaints with a calm demeanour.**

Teamwork:



- Collaboration between departments (front desk, housekeeping, F&B).
- Supporting colleagues during busy shifts.

Problem-Solving:



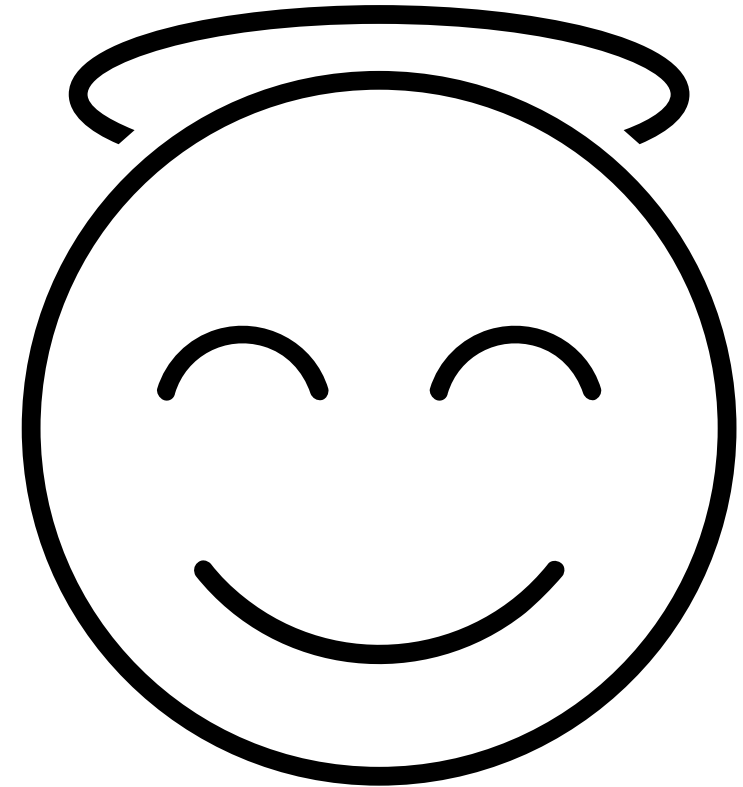
- **Thinking on your feet.**
- **Resolving unexpected guest issues swiftly.**

Guest Service Skills

- **The Guest Experience:**
- **Personalisation:** Remembering guest preferences.
- **Anticipation:** Identifying needs before they arise.

The 5-Star Greeting:

- Warm smile.
- Welcoming body language.
- Professional and enthusiastic tone.



Responding to Guest Requests:

- Use positive language - I'd be happy to help.
- Follow up to ensure satisfaction.



Food and Beverage Service

Key Aspects:

Table Setting: Different styles, casual and formal.

Serving Etiquette: Serve from the right, clear from the left.

Menu Knowledge: Be familiar with dishes, ingredients, and wine pairings.

Guest Interaction: Offer recommendations confidently. Handle special dietary requests professionally.

Casual Table Setting

Used for more informal dining experiences, such as family-style dinners or casual dining.



Formal Table Setting

Ideal for fine dining or special events such as weddings and banquets.



MANTLE *and* TABLE

Serving – 3 Plates



Putting the theory into practice.

Full Dinner Service

STEP BY STEP



Front Office



Front Office Skills

Check-In and Check-Out Process:

Efficient and welcoming interactions.

Confirming booking details and explaining amenities.

Handling Reservations:

Accuracy in managing bookings. Offer upgrades or additional services.

Problem Resolution:

Address issues like overbooking with solutions in mind.

Housekeeping



Housekeeping Skills

Attention to Detail:

Spotless room setup. Regular quality checks.

Time Management:

Cleaning rooms within a designated timeframe.

Guest Interaction:

Polite and discreet when interacting in guest areas.

Soft Skills and Emotional Intelligence

Empathy in Action:

Understand and address guest emotions.

Cultural Sensitivity:

Respect and adapt to diverse guest backgrounds.

Flexibility and Resilience:

Adjust to changing schedules and demands.



Hospitality is
making your guests
FEEL AT HOME
even when you wish
they were





NEW 2024 TUTORIAL



LinkedIn

Open to

Add profile section

More



DO'S



DON'TS



Take a **closer** look!



<https://www.linkedin.com/>

Remember you also have access to LinkedIn Learning.

- LinkedIn Learning is an online educational platform offering a vast array of video courses across business, creative, and technical disciplines.
- These courses are delivered by industry experts and are designed to support both professional and personal development.
- The platform provides users with access to a wide range of courses taught by industry experts, with many new courses added weekly.



Recap

- Develop an understanding of the practical skills needed for a successful career in hospitality
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- Learn best practices for serving guests and handling guest needs.
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Thank You!