

Travel & Tourism

Chapter 15 Outline Finding a Job

Vocabulary

Nonverbal Communication –

Hospitality-specific Traits –

Work Ethic –

Time Management –

Portfolio –

Resume –

Job Application –

Informational Interview –

Follow-up -

15.1 Employment Skills

Required Skills

1.

2.

3.

4.

Hospitality & Tourism Skills

Sales Skills

Technical Skills

Hospitality-Specific Traits

15.2 Basics of Destination Marketing

Six Steps to Employment

1.

2.

3.

4.

5.

6.

Chapter 15: Finding a Job

1. Job seekers entering the workforce need skills in which areas?

- A) basic skills
- B) thinking skills
- C) personal qualities
- D) all of the above

2. Reading, writing, and speaking are examples of _____.

- A) basic skills
- B) thinking skills
- C) personal qualities
- D) none of the above

3. Why are communication skills necessary for employees in the hospitality industry?

- A) Hospitality employees need to entertain guests.
- B) Hospitality employees need to entertain their bosses.
- C) Hospitality employees use communication skills every day to communicate with guests.
- D) none of the above

4. The process of giving and receiving messages without words, via eye contact and hand gestures, is known as _____.

- A) signing
- B) verbal communication
- C) nonverbal communication
- D) guest service skills

5. Which are three personal traits valued in the hospitality industry?

- A) a positive attitude, maturity, and sloppy appearance
- B) leadership, a good work ethic, and a bad attitude
- C) a positive attitude, good work ethic, and leadership
- D) none of the above

6. Which are steps in the employment process?

- A) approach the customer, compile a portfolio, and interview
- B) compile a portfolio, draft a résumé, and apply for jobs
- C) draft a résumé, apply for jobs, and perform suggestion selling
- D) research, approach the customer, and compile a portfolio

7. Possible sources to use when researching a job include _____.

- A) networking
 - B) the Internet
 - C) newspapers
 - D) all of the above
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8.

Contact information, a job seeker's objective, and a summary of relevant work experience would be found in a _____.

- A) cover letter
- B) portfolio
- C) résumé
- D) follow-up letter

9.

An interview with a professional to help the job seeker learn more about a specific career field or company is known as (n) _____

- A) informational interview
- B) group interview
- C) mock interview
- D) traditional interview

10.

Which type of interview involves one applicant and one company representative?

- A) group interview
- B) mock interview
- C) traditional interview
- D) all of the above