

# Hospitality & Catering Results Analysis

**UNIT 1 – Written Exam ( 80 marks**

**40%**

**UNIT 2 -Course work – “Practical” (120Marks)**

**60%**

<b>L1P =</b>	<b>1</b>
<b>L2P =</b>	<b>4</b>
<b>L2M =</b>	<b>5.5</b>
<b>L2D =</b>	<b>7</b>
<b>L2D* =</b>	<b>8.5</b>















Terri-Leigh Thomas



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# Career in Hospitality and catering

# Job Titles in the Hospitality Industry



## Hotel Management

- ▶ Hotel General Manager
- ▶ Group Sales
- ▶ Spa Manager



## Event Planning

- ▶ Event Planner
- ▶ Wedding Coordinator
- ▶ Event Manager



## Food Operations

- ▶ Executive Chef
- ▶ Cook
- ▶ Beverage Manager



## Front-Of-The-House

- ▶ Front Desk
- ▶ Concierge
- ▶ Bellhop

# Hospitality Skill Sets

## Hotel Job Skills

- Work ethic
- Professionalism
- Communication
- Risk management

## Travel and Events Job Skills

- Language skills
- Detail oriented
- Creativity
- Cultural awareness

## Service Industry Job Skills

- Teamwork
- Flexibility
- Customer service
- Multitasking



# Top 6 Attributes of FOOD AND & BEVERAGE SERVICE STAFF



## Impeccable Hygiene

Cleanliness builds trust and professionalism.



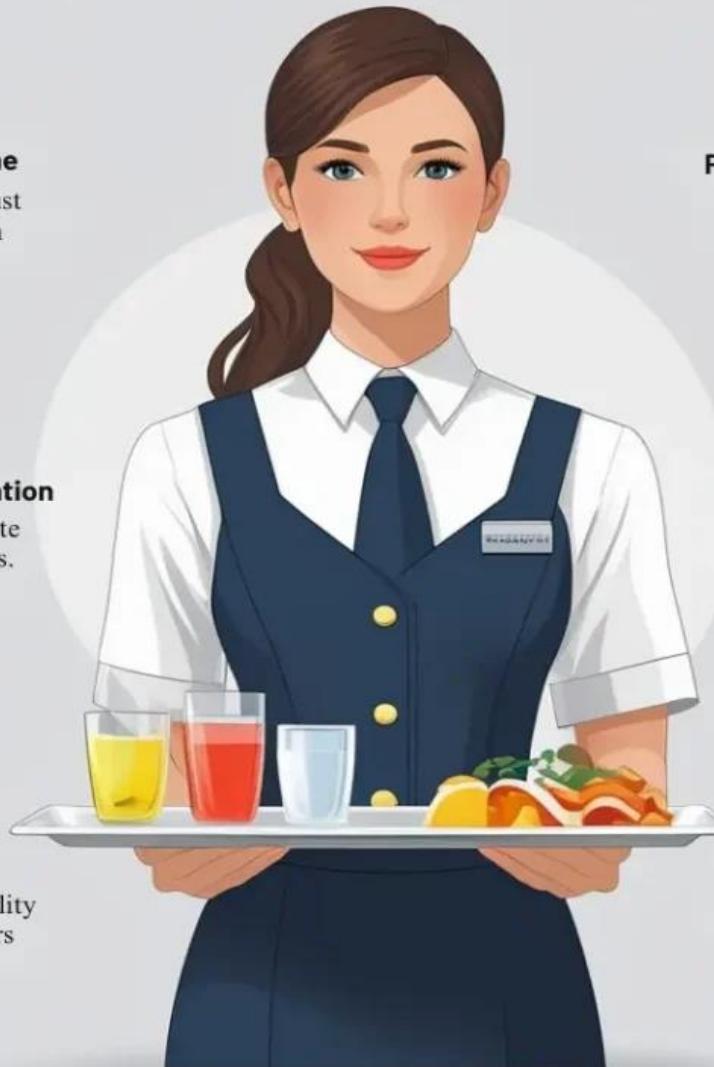
## Effective Communication

Clear interactions create great guest experiences.



## Attention to Detail

Precision ensures quality and minimizes errors



## Professional Appearance

A polished look reflects brand standards.



## Positive Attitude

Optimism creates a welcoming environment



## Problem-Solving Skills

Quick thinking ensures smooth operations

