

Hospitality & Catering Results Analysis

**UNIT 1 – Written Exam (80 marks
40%**

**UNIT 2 -Course work – “Practical” (120Marks)
60%**

L1P = 1

L2P = 4

L2M = 5.5

L2D = 7

L2D* = 8.5















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



Professional Appearance

A polished look reflects brand standards.



Effective Communication

Clear interactions create great guest experiences.



Positive Attitude

'Optimism creates a welcoming environment



Attention to Detail

Precision ensures quality and minimizes errors



Problem-Solving Skills

Quick thinking ensures smooth operations



