

CTE JOURNEYS | HANDBOOKS

Hospitality and Tourism



CAREER AND TECHNICAL EDUCATION

TABLE OF CONTENTS

SECTION 1: Is This the Field for You? **5**

Chapter 1: [Inside the Industry](#) 6

Chapter 2: [Work Environment](#) 16

SECTION 2: Explore Careers **29**

Chapter 3: [Food and Beverage Services](#) 30

Chapter 4: [Lodging and Travel](#) 44

Chapter 5: [Recreation and Amusement](#) 54

SECTION 3: Plan a Future **65**

Chapter 6: [Education and Training](#) 66

Chapter 7: [Next Steps](#) 78

GLOSSARY **84**



SECTION 1

Is This the Field for You?

There are many ways to work in **hospitality** and **tourism**. Do you enjoy meeting new people? Are you known for being friendly? Perhaps you love hosting visitors. Helping others have a good time might be fun for you. Maybe friends seek out your advice when they're planning a trip. Does this sound like you? If so, a career in hospitality and tourism may be a good choice.

Chapter 1 ›

Inside the Industry

Think about activities that people do for fun. They go out to dinner. There are vacations and outings. Some ride roller coasters or go to baseball games. People who work in hospitality and tourism perform services related to these activities. The field includes most experiences that have to do with food, drink, travel, and amusement.





Keeping customers happy takes many types of work. Meals are prepped, cooked, and brought to **patrons**. Hotel employees check in guests. People at concerts and sports games are shown to their seats. Cleaners wash dishes and tidy rooms. Most of these roles need managers. Whether you want to serve the public or work behind the scenes, there may be a job for you.





There are many reasons to enter the field of hospitality and tourism. Most jobs don't require a degree. Workers can start out of high school. It is also good for people who don't want standard work hours. Most businesses are open weekends. Restaurants and theme parks may stay open late. Hotels never close. This means jobs can be at night or during the day.

Consider your ideal lifestyle. Do busy places sound fun? You might like working in a popular restaurant. Are you interested in other **cultures**? A hotel job could work well. Anyone who cares about helping people have a good time could do well in this field.



Did You Know?

Nearly one in three Americans had their first job at a restaurant.



There are more than 5 million hotel rooms in the U.S.

5,000,000+

60 percent of restaurant workers are under the age of 35.

Under the age
of 35



Amusement parks in the U.S. employ more than 150,000 people. The average amusement park has about 230 workers.





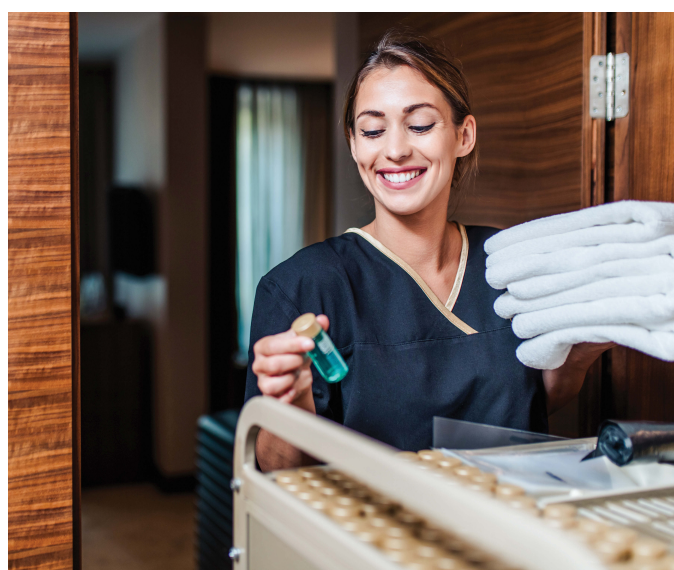
The field of hospitality and tourism offers a wide range of jobs. They take place in many settings. Each type of place requires different roles. Here is a close-up look at a few scenes.

Scene #1: Restaurant

Restaurants have many types of workers. **Chefs** plan menus and prepare food. They oversee other workers in the kitchen. **Hosts** greet guests and show them to their tables. **Servers** take orders and bring food. Their job is to give guests a pleasant experience. **Dishwashers** clean plates, glasses, and utensils.









Scene #2: Hotel

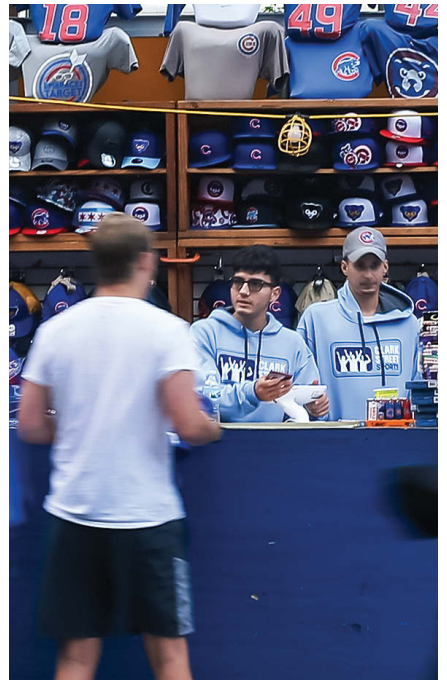
Many don't realize what busy places hotels can be. **Hotel workers** keep guests happy. **Front desk clerks** greet guests. They assign rooms and hand out keys. **Concierges** know about the local area. They give advice on where to eat and what to do. **Baggage porters** carry bags to hotel rooms. Sometimes they run errands. **Housekeepers** clean hotel rooms. This includes making beds and vacuuming.





Scene #3: Sports Arena

There are many jobs at sports arenas. **Facility operators** oversee the staff. They make sure events run smoothly. **Ticket takers** scan tickets or collect them from guests. **Ushers** show people to their seats. **Concession workers** sell food, drinks, and souvenirs.





CTE JOURNEYS | HANDBOOKS

Agriculture, Food, and Natural Resources

Art and Design

Auto and Equipment Mechanics

Beauty and Cosmetology

Building, Construction, and Engineering

Business Administration

Education and Training

Government and Military

Healthcare

Hospitality and Tourism

Information Technology

Manufacturing

Marketing and Sales

Media and Entertainment

Public Safety, Security, and Law

Transportation and Logistics



LEXILE HL560L

ISBN: 978-1-63889-437-7

