

HOSPITALITY • LEISURE • TOURISM



BRAIN FOOD

WWW.CAREERSCOPE.UK.NET

What future do you have in mind?

• MEET NEW PEOPLE • FEEL PART OF A TEAM • BEAUTIFUL SURROUNDINGS • DEVELOP YOUR SKILLS • CREATE

The food & service management sector is....

- A £4 billion industry
- Large and diverse
- Full of opportunity
- Fast moving

What's involved?

- Catering for diverse client groups
- Providing a high level of service
- Meeting new people
- Providing the "wow" factor!
- Teamwork

"Not many industries can boast such a passionate work force"

John Campbell, BaxterStorey

What's great about it?

- Flexible working patterns
- Great opportunities
- Training and career progression
- Be part of the most exciting venues and events in the world

What do employers look for?

- People who like people
- Motivation and dedication
- Lively, business minds
- Enthusiastic, approachable characters
- a smile!
- Flexibility

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CHECK IN

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What future do you have in mind ?

ET NEW PEOPLE • FEEL PART OF A TEAM • BEAUTIFUL SURROUNDINGS • DEVELOP YOUR SKILLS • CREATE & INNOVATE • OFFER

The hotel sector is

- busy and vibrant
- global
- innovative
- ever changing and varied

Employers look for...

- people who like people
- commitment and dedication
- a smile!
- a willingness to learn new skills

Where do you fit in?

- **Front of house** - e.g Receptionist, Concierge, Door Person, Luggage Porter...
- **Back of House** - e.g Maintenance, Human Resources, Sales & Reservations Agent, Finance...
- **Rooms & Accommodation Management** - e.g Head Housekeeper, Room Attendant, Linen Porter
- **Food & Beverage** - e.g. Sommelier , Chef, Waiting & Bar Staff, Restaurant Manager, Kitchen Porter...

“The industry offers young people so much and anything is possible... Where else can you meet presidents, rock stars and celebrities?”

Michael Gray – General Manager,
Hyatt Regency London – The Churchill.

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We can help you to...

- make the right next steps
- match your skills to jobs
- action plan & progress
- access potential employers
- identify training and employment opportunities



FUTURE • YOUR CHOICE • YOUR CAREER • YOUR FUTURE • YOUR CHOICE • YOUR CAREER • YOUR FUTURE • YOUR CHOICE

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CHOP
CHOP

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What future do you have in mind?

PROGRESS • TRAVEL THE WORLD • MEET NEW PEOPLE • FEEL PART OF A TEAM • BEAUTIFUL SURROUNDINGS • DEVELOP

A career as a chef is

- challenging
- team based
- full of opportunity
- creative

Where do you start?

- trainee with part time college course
- full time college
- apprenticeship programmes

“I just didn’t realise how far I could go in so short a time and how varied my career could be.”

Michael Mizzen Executive
Head Chef, Hilton Cardiff

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What's great about it?

- a lifestyle choice
- express your creative skills and learn new ones
- progression opportunities
- working in a fast paced team environment

Where could it lead?

- the right people can climb the ladder quickly
- a dynamic career for life
- become head chef of a five star hotel or restaurant
- even own your own business



YOUR FUTURE • YOUR CHOICE • YOUR CAREER • YOUR FUTURE • YOUR CHOICE • YOUR CAREER • YOUR FUTURE •

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DAILY SPECIAL

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Are you passionate and dedicated?

Could you help create a great customer experience?

Are you a bit of a foodie who appreciates a good food and company?

CONSIDER A CAREER IN RESTAURANTS

The restaurant sector is ...

- The biggest hospitality employer in UK
- Customer focussed
- Varied and fast paced
- Competitive & ever-evolving
- Sociable

Employers look for...

- A SMILE!
- Ability to multi-task
- Willingness to learn new skills
- Commitment, dedication & enthusiasm
- People who like people

What's involved?

- Creating an exceptional, unforgettable experience
- Building relationships with both guests and colleagues
- Learning different cuisines and about different cultures
- Discovering new ingredients, dishes and exciting beverages

"Going to work each day gives me a buzz because you don't know what to expect!"

Hassen, Restaurant Manager

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FIRST STEP

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BEGIN YOUR HOSPITALITY CAREER!

Your first employer will look for...

- A SMILE!
- A hardworking attitude
- A positive outlook
- Creative & practical skills
- Attention to detail

What's great about them?

- Every day is different
- Work front or back of house
- Always learning & progressing
- Hard work is rewarded
- Being part of a dedicated team

What do employers look for?

- Work in a Hotel, Restaurant, Pub or Bar, Food Service Management (FSM) Company
- While you study on a zero hours contract, working as and when required
- As a Food & Beverage Assistant, Barista or Kitchen Porter
- As a Room Attendant, Luggage Porter or General Assistant
- Start as an Apprentice or Intern

What do they offer their members?

- Make The Right Next Steps
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FROM THE TOP

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What future do you have in mind?

THE WORLD • MEET NEW PEOPLE • FEEL PART OF A TEAM • BEAUTIFUL SURROUNDINGS • DEVELOP YOUR SKILLS

Do you enjoy leading a team to ensure a job well done?

Are you a professional person with high standards?

Do you like to make sure you allow others to shine?

CONSIDER A CAREER IN HOSPITALITY MANAGEMENT

Careers in hospitality management are ...

- Challenging
- Full of opportunity
- Competitive & exciting
- Global

What's great about it?

- Great recognition and rewards
- Use your creative skills and business acumen
- Lead your chosen team to success
- Build strong relationships with others

Where do I start?

- Complete work experience with a reputable employer
- Undertake a full or part time Hospitality Management course
- Vocational college courses, Foundation or University degrees
- Work your way up to the top: from Supervisor, to Assistant Manager, then Manager

Where can I work?

- Restaurants, Pubs & Bars, Cafes & Bistros
- Hotels & Private Members Clubs
- Food & Service Management (FSM) Companies
- Hospitality and Food On-The-Go Retailers

The CareerScope Service Helps You To:

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GOOD TIPS

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What future do you have in mind?

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Are you passionate about great quality food & drink?
Could you offer the highest level of customer service?
Do you like to express yourself creatively?

CONSIDER A CAREER AS A WAITER/ WAITRESS

Careers as a waiter or waitress are...

- Rewarding & flexible
- Professional & challenging
- Vibrant & sociable
- On the front line

What's great about them?

- Opportunity for additional pay & benefits
- Working in a fast paced team environment
- Provide exceptional guest experiences
- Travel the world

Where do you start?

- With a Restaurant, Hotel, Food & Service Management Company, Pub, Bar or Club
- Become a Hospitality Services Apprentices
- Be a casual employee working at special events or banqueting
- Get a part or full time job

Where could it lead?

- Loyal, hardworking waiting staff climb the ladder quickly
- Become a Food & Beverage Supervisor or Assistant Restaurant Manager
- Even own your own place

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HEART OF THE HOUSE

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Careers in back of house is...

- Supportive
- Collaborative
- Full of Variety
- Work with all your team members

What's great about it?

- Work Behind the Scenes
- Use Your Practical Skills
- Vital to the smooth running of a business
- Building Relationships with others

What can I do?

- Keep the place running as an Engineer or Maintenance Assistant
- Climb the ladder in Housekeeping and Accommodation Management
- Create beautiful environments as the in house Florist
- Ensure every detail is perfect as a Linen Porter

"I started out as a linen porter and worked my way through various roles before getting to Director of Revenue"

Paul King, Red Carnation Hotels

Where can I work?

- Hotels
- Private Members Clubs
- Restaurants
- Food & Service, Management (FSM), Companies

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ICE AND A SLICE

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A career as bar staff is...

- sociable
- full of opportunity
- exciting and varied

Where do you start?

- get qualified
- gain some quality work experience
- full time college on a food and beverage course
- apprentice programmes
- university courses

Where could it lead?

- the right people can climb the ladder quickly
- own or manage your own business

What's great about it?

- a lifestyle choice
- be part of the community
- flexible hours
- quick promotion
- teamwork
- it's all about fun!

"I really enjoy working with people, both staff and customers. I also enjoy my work environment. I like the fact the no day is the same"

Nikolas Edwards, Litten Tree, Bath

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INSPIRING CAREERS

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Promoting the Hospitality, Leisure and Tourism industry as a Great Place to Work

Employers

Actively promote your brand and USPs as an employer to potential recruits and influencers, drive recruits to your door, address skills shortages and offer bespoke

services to deliver other HR priorities, make a difference, saves you time and money!

Young, unemployed, disadvantages, job seekers

Provide the best, most informative, specialist careers advice, guidance and programmes that help you make the right choice, get the right

career and make the right move into hospitality, leisure and tourism.

Teachers in schools and colleges

Bring the industry alive in the classroom and get the classroom into the industry - through our highly regarded education programmes

and resources including; resource-gateway.co.uk

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JOIN
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What future do you have in mind?

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Are you looking for variety and a challenge in your working day?
Are you thinking of a role where you a key member of a team?
Do you pride yourself on your interpersonal skills?

CONSIDER A CAREER IN FOOD & SERVICE MANAGEMENT

Careers in front of house are...

- Available in so many businesses
- Always varied and exciting
- Flexible hours
- Full of diversity

What's great about them?

- Something to suit everybody
- Use your practical and people skills
- Work with all members of your team
- Building relationships with others

What Can I Do?

- Keep students well -fed working in a school, college or university canteen
- Create an unforgettable experience at top events, and venues
- Ensure every detail is perfect as the conference & banqueting team
- Support healthcare, business and industry, defence or public sector.

Where Can I Work?

- Hotels
- Private Members Clubs
- Restaurant
- Food & Service Management (FSM) Companies

The CareerScope Service Helps You To:

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KNOCK
KNOCK

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What future do you have in mind?

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Do you have an eye for detail?

Are you committed & hardworking?

Do you like to take pride in your work?

CONSIDER A CAREER IN ACCOMMODATION MANAGEMENT & HOUSEKEEPING

Careers in accommodation & housekeeping are...

- Practical & hands on
- Enhanced by specialist knowledge
- Challenging & exciting
- Rewarding

What's great about them?

- Central to the guest experience
- Creates that perfect first impression
- On-going professional development
- Hard work & loyalty is rewarded

What can I do?

- Begin as a Public Area Cleaner or Room Attendant
- Quickly climb the career ladder to Supervisory Roles
- Become Head Housekeeper or Accommodation Manager
- Make key strategic decisions relating to the running of the business

Where can I work?

- Hotels, Retreats & Spas
- Private Members Clubs
- Student Accommodation
- Holiday Parks & Centres

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LADIES AND GENTLEMEN

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A career in conferencing & events is...

- sociable
- team based
- diverse
- creative & practical

What's great about it?

- make dreams come true
- fast paced environment
- no two events are ever the same
- create a unique experience

Where can you start?

- as a volunteer assisting at charity fundraising events
- working as a Food & Beverage Assistant at banquets & other events
- progress from Waiting & Bar Staff to Events Assistant and upwards
- work in a Hotel Events Team or with a Food Service Management Company (FSM)
- join the team at a professional venue

Where can I work?

- venues like hotels, restaurants, private members clubs
- sports, music & dance events or weddings & parties
- arrange corporate events like meetings and conferences
- organise banquets and sparkling awards evenings & fundraisers

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MEMBERS ONLY

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Could you able to offer a unique experience to members?
Could you offer the highest level of customer service?
Do you have superb presentation skills?

CONSIDER A CAREER IN PRIVATE MEMBERSHIP CLUBS

Careers in private membership clubs are...

- Dynamic & varied
- Full of opportunity
- Sociable
- Professional

What do employers look for?

- A SMILE!
- People who like people
- A passion to create a fantastic environment
- Enthusiastic, approachable characters
- Dedication & loyalty

What do they offer their members?

- A place to stay and relax
- A place to dine and socialise
- A place for sport and leisure activities

What's great about them?

- Great opportunities for progression & training
- Good pay & benefits
- Prestigious employers & locations
- Travel the world

What do they offer their members?

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ON THE GO

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Are you hungry to go places?

Are you looking for a work in a fast paced environment?

Do you pride yourself on efficient service?

CONSIDER A CAREER IN FOOD ON THE GO!

Careers in quick service are....

- Challenging & fast paced
- All about team work
- Customer facing
- Task orientated

What's great about it?

- Get to do a "bit of everything"
- Use your practical & customer skills
- Vital to the smooth running of a business
- Building relationships with others

What can I do?

- Barista tasks, and making speciality drinks
- Light food preparation and cooking
- Using your numeracy and customer service skills, taking orders and payment
- Ensuring consistently high quality of all products you sell

Where can I work?

- Pubs & bars
- Cafes & diners
- Train stations & airports
- Retail outlets & large offices

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RAISE THE BAR

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What future do you have in mind ?

MEET NEW PEOPLE • FEEL PART OF A TEAM • BEAUTIFUL SURROUNDINGS • DEVELOP YOUR SKILLS • CREATE & INNOVATE •

Do you love meeting new people?

Could you help create a great customer experience?

Are you innovative enough to keep thinking of new ways to attract customers?

CONSIDER A CAREER IN PUBS & BARS

The pubs & bars sector is... Employers look for...

- Customer focussed
- Varied and fast paced
- Competitive & Ever evolving
- Sociable

**There are 46,000 pubs in UK
serving 966 million meals a year!**

- A SMILE!
- For flexible & hardworking individuals
- Entrepreneurial business minds
- Dedication & loyalty
- People who like people

Where do you fit in?

- **Front of house** - start as a Glass Collector, Bar Tender or Waiter or Waitress
- **Back of House** - start in the kitchen as a Kitchen Porter, Cook or Commis Chef
- **Specialise** - and train as a Cocktail Maker or Mixologist
- **Progress** - to be Supervisor, Head Bar Tender or Pub and Bar Manager

**“Best thing about my job is
the way the industry brings
people together; where
people meet people”**

Franco, Manager, Mitchells & Butler

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THE
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SERVICE

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Do you have a brilliant, welcoming smile?
Are you a bit of a foodie or wine enthusiast?
Do you like to take centre stage?

CONSIDER A CAREER IN FOOD & BEVERAGE

Careers in food & beverage are...

- People centred
- Enhanced by expertise & knowledge
- Both front & back of house roles
- Challenging & exciting

What's great about them?

- Meet new people each day
- Use your customer service skills
- Serve up unforgettable experiences
- Building relationships with others

What can I do?

- Enjoy the variety and glamour of working as Events Food & Beverage Assistants
- Deliver exceptional customer service as Waiting Staff and Servers
- Offer first class hospitality as a Restaurant Host
- Become a wine or cheese expert and travel the world as a Sommelier or Fromager

Where can I work?

- Restaurants
- Hotels & Private Members Clubs
- Pubs & bars, Cafes & bistros
- Food & Service Management (FSM) Companies

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VITAL INGREDIENT

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Are you organised and efficient?
Could you help make business decisions?
Want to oversee staff structures and infrastructure?

CONSIDER CAREERS IN H.R., FINANCE, I.T. OR SALES & MARKETING

Careers in head office are...

- Essential to the business
- Full of Opportunity
- Varied and Exciting
- Behind the scenes

What's great about it?

- Make decisions that are essential to long term success
- Not traditionally considered hospitality but vital to the industry
- Fast progression
- Travel the world

Where can you start?

- Complete work experience with a top employer
- Complete apprenticeship programmes, college or university courses
- Train and progress from within
- Enter from another industry

Where could it lead?

- Implement new systems to improve business
- Assessing new business strategies and technologies
- Responsibility for financial management, recruitment or promotion

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WARM WELCOME

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Do you possess a welcoming smile?
Could you offer exceptional customer service?
Are presentation skills important to you?

CONSIDER CAREERS IN FRONT OF HOUSE

Careers in front of house are...

- Dependent upon team members
- Full of variety
- People centred
- Supportive

What's great about them?

- Meet new people each day
- Use your customer service skills
- Make that first, lasting impression
- Building relationships with others

What Can I Do?

- Turn moments into memories for your customers
- Ensure all visitors feel valued as a Receptionist or Host
- Offer first class hospitality as a Guest Relations Manager
- Give guests a special welcome as a Doorman or Porter
- Exceed your guests expectations as a Concierge or Butler

Where Can I Work?

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- Private Members Clubs
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ARE YOU LOOKING FOR
QUALITY WORK EXPERIENCE?

GET INSPIRED

WORK EXPERIENCE THAT'S WORTH DOING

↖ *Look out for the stamp of approval*

Visit: inspire.careerscope.uk.net

Springboard works with hotels, food and service management companies and restaurants across the hospitality industry to ensure they offer inspiring and quality work experience through their Quality Standard INSPIRE.

Springboard will match you with employers offering INSPIRE work placement which will:

- ✓ Give you new skills
- ✓ Help define your career path
- ✓ Enhance your CV
- ✓ Explore possible career options
- ✓ Make positive career choices

You can choose from:

- ✓ 16-plus School work experience
- ✓ Further Education and College work placements (day or block release)
- ✓ University degree student placements
- ✓ Taster days
- ✓ Work experience for the unemployed, job seekers and those looking to return to work



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YOUR FUTURE

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Thinking about a career in the Hospitality, Leisure & Tourism Industry?

If you have...

- a willingness to learn
- passion
- team skills
- ambition
- a smile
- commitment

... this could be the industry for you and Springboard's CareerScope is here to help!

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