



HOSPITALITY WORK READINESS SKILL CATEGORIES Workforce Development Board of Ventura County

BASICS OF QUALITY CONTROL	COMPUTER SKILLS	EMPLOYABILITY SKILLS
<ul style="list-style-type: none"> • Knowledge of standards and processes, as applicable per job function • Basic quality control methodology of each job function • Importance of personal responsibility (do it right the first time or ask for clarification first) • Specific hotel and hospitality culture and quality control measures • Knowledge of system processes • Knowledge of “clean-green” (energy, efficiency, sustainability) processes • Cost control and purchasing procedures 	<ul style="list-style-type: none"> • Microsoft Word • Microsoft Excel • Operating system basics • Computer navigation • Computer etiquette • Computer security 	<ul style="list-style-type: none"> • Initiative • Work ethic • Basics of interviewing • Job search skills • Communication skills • Continuous improvement skills (ability to use constructive criticism) • Basic company policy understanding • Time management • Task prioritization • Worker, supervisor, and manager etiquette and protocol basics • General reading skills • Critical thinking skills • General math skills

LODGING SKILLS	SALES AND MARKETING	FOOD AND BEVERAGE SERVICE
<ul style="list-style-type: none"> • Safety and security practices and procedures • Hotel management skills • Facilities and grounds management • Human resources and employment law • Food management and catering • Accounting • Guest service and guest relationships • Front desk operations-reservations, registration, check-out and settlement • Housekeeping management 	<ul style="list-style-type: none"> • Hospitality advertising and marketing via social media, telephone, brochures, local media • Catering and meeting room promotions • Public relations • Hospitality and lodging development and strategic planning 	<ul style="list-style-type: none"> • Hotel food and beverage service • Menus, dining, and beverage service • Event planning (bridal, meetings, etc.) • Sanitation, health, and safety

HOSPITALITY Accommodations: hotels, motels, resorts, hostels, vacation rentals, vacation ownership, bed and breakfast properties, recreational vehicles, camping
Food and Beverage: restaurants, full-service, fine dining, quick service, banquet facilities, lounges
Transportation: airlines, cruise lines, rail, car rentals, tour/coach operators, bus lines, taxis
Attractions: theme parks, zoos, national/state/local parks, natural wonders, heritage sites
Tourism /Destination: convention and visitors bureaus, state travel groups, Chambers of Commerce