

eDynamic Learning

Discovery

Hospitality
& Tourism



HOSPITALITY

Some might say the dictionary definition of **hospitality** is about as boring as it comes: “The friendly reception of guests or visitors.” It’s hardly a good description of the vibrant, colorful, and exciting industry that is hospitality and, by extension, tourism.

The field actually encompasses dozens of career paths with hundreds of different and interesting opportunities all around the world. Few environments offer as many opportunities to travel and meet new people as the tourism industry does; as many jobs are tied to specific locations, a hospitality career can take you just about anywhere on the planet.

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What’s the first job you think of when you hear tourism? Stewards and stewardesses? Hotel employees? Chefs in exotic locations? Well, all of these and more are part of what makes hospitality what it is. Dozens of jobs contribute to every aspect of it, and all of those jobs actively contribute to the tourism industry as a whole.

To see how this really works, let’s look at a regular trip, the kind you and your family might take every now and again. First you would consult with a travel agent, either in person or online. These are the people who research, plan, or book your trip.

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Then, you’d travel to your destination—be it by car, plane, bus, train, or even boat. So unless you happen to drive your own car, you’ll meet various types of service jobs in the industry here too!

At your hotel you’ll see hotel managers, kitchen and maintenance staff, tour operators and guides, management and event organizers, and everything from bartenders to lifeguards at the beach—all of that is part of hospitality!

hospitality: the friendly reception of guests or visitors



Hotels Around the United States—a Spotlight.



Mandarin Oriental New York

Located right at a corner of Central Park, this is one of the most luxurious hotels in New York, full of floor-to-ceiling windows showing the spectacular Manhattan skyline.



Little Palm Island

This tiny island off the coast of Florida is as close to having a private island as you can get: it has 30 bungalows for guests but no TV or phones—that's part of the charm!



Amangiri

This Utah-based hotel is located across 600 acres in a canyon with views to the Grand Staircase-Escalante National Monument. This is one of the best desert-retreats in the whole world!



Post Ranch Inn

Located in California, this hotel sits right on top of a cliff, 1200 feet above the Pacific. Located along the California Highway—one of the most picturesque roads in the world—this breathtaking resort has views to die for.

Hotels Around the World—a Spotlight.



Kakslauttanen, Finland

The north of Europe isn't exactly a typical summer holiday destination, but this particular hotel allows guests to stay in glass igloos, giving them a view to the frozen woods just outside their heated and comfy bedrooms.



Burj al Arab, Dubai

In a city synonymous with luxury, this is one of the best-known luxury hotels in the world, with some rooms as big as 90,416 square feet (yes, that's one **suite!**). The only seven-star hotel in the world, the Burj al Arab is located on its own little island, accessible only by bridge or helicopter!



Conrad Maldives, Maldives

This luxury resort offers **bungalows** on stilts—you can sleep right on top of the ocean. . . or underneath it! The bedrooms are underneath the ocean's surface and have glass ceilings so you can watch the fish swim by as you fall asleep.



Hanging Gardens, Bali

This hotel has quite a unique concept: not only does it feature multiple infinity pools, it even has floating bedrooms in these pools! Pure luxury in the middle of a beautiful rainforest.

Trip Planning: How to Pick Your Hotels

Whatever it is, here are some tips you can use in order to make the best decision possible for your next trip.

1. Always compare.

No matter what price you find for your preferred hotel, always double-check online! You may find a better deal still, and even come across a voucher or special offer while you search! Bookmark the most promising sites and keep an eye out for hidden fees.

2. Use the online tools available.

While most websites let you book online on their website, they don't always show you the best deals out there, and sometimes third-party websites like Booking.com, Expedia, or Hotels.com may have special offers for certain travel dates or price alert services—that way you can get notified if your chosen hotel puts up a special offer.

3. Check reviews online.

Sometimes deals that seem to be too good to be true really are. Always check online reviews of your hotel on third party websites—while a few individual bad reviews are to be expected, a large amount of them can mean you may be better off picking a different hotel.

4. Consider alternatives.

Staying in a hotel is a great way to spend a vacation, but it isn't your only option. Have you thought about sites like Airbnb or VRBO that let you rent apartments and even entire homes from the owners? This means you won't get room service, but it also means you may get bonus **amenities** like full kitchens and yards. Sometimes the owners will even check in and see if you need anything so you can almost automatically make friends in a new area!

How do you choose hotels when you travel?

Do you go by price, by availability, or by proximity to other attractions?

Maybe you're only looking for hotels with a pool or a spa?

amenities: lodging extras, like kitchens or outdoor space

TOURISM

Would you rather...

You probably know that cuisine and cooking vary around the world, but have you ever thought about what you would be willing to eat if you traveled far away? Let's play a game: we'll give you two choices of exotic dishes from around the world, and you pick which one you'd rather try! Who knows? If you pursue an international career in the hospitality industry, you may just find yourself in front of a menu with some of these choices!

Would you Rather? – Pudding Edition

Persian Saffron Pudding vs. Yorkshire Pudding

Persian Saffron Pudding: This golden dessert is healthy, colorful, and features ingredients like saffron, rosewater, and rice flour. It's certainly not for everyone, but it is very sweet; this traditional dish is popular at dinner parties as an after-meal snack.

Yorkshire Pudding: Don't be fooled! Yorkshire pudding is in no way sweet or a dessert. As a matter of fact, it's a side dish consisting of eggs, flour, milk, and water, and it's served along with meat roasts and other British delicacies such as black pudding—a type of blood sausage.



Would you Rather? – Dessert Edition

Red Bean Cakes vs. Wasabi Ice Cream

Red Bean Cakes: This Asian delicacy is relatively sweet and can be found in places like China, Japan, and Thailand. Red beans (or “azuki” in Japanese) are mashed into a paste and frozen before they are sweetened and made into a cake.

Wasabi Ice Cream: Exactly what it sounds like: soft serve ice cream flavored with wasabi; you can get it in Japan. It has a distinct pale green color with more than a hint of spiciness, and it isn't for everyone!



Economic Travel Options That are Greener Than Planes

When it comes to travel, being **environmentally conscious** probably isn't at the forefront of your mind—there are things like packing, booking, and day-planning to do after all!

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Still, there are some simple options to make your trips more **ecological**, and they're surprisingly easy to achieve.

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Have a look at these tips and see if you can't incorporate some in your next trip.

1. For short-distance trips, consider alternate modes of transport: busses, trains, and even cars may be a 'greener' alternative to flights!
2. Try to save water while traveling, especially in countries with a limited supply. For example, showers use less water than baths, and you can always try to cut down the time you spend with the water running as well.
3. Re-use your towels in hotels. You probably don't wash your towels at home every day, so why do it in a hotel? Re-use those towels a few times and avoid unnecessary laundry.
4. Use public transportation. Walking is a great option too: not only do you get to see more on your trip, you can also meet interesting locals you'd miss out on in a car. This has the added benefit of saving you money too.
5. Support local trades and buy handmade or locally produced products—they make for more interesting souvenirs too!
6. Participate in local culture. Don't be too shy to try what the locals are doing, even if it seems a little odd. Try the local cuisine, put on native clothing if it's offered, visit the local farmer's market—so many options.

environmentally conscious: being aware of your effects on the environment

ecological: relating to the environments of living things

LOW BUDGET TRAVEL

A Trend Among Young Adults

Who hasn't had the urge to just pack up and go somewhere after a tough day at school or work? But though travel can be pretty expensive and require planning, it can also happen spontaneously and inexpensively!

Cheap, affordable travel options are everywhere, and spontaneous "I'm leaving tomorrow" trips can be cheaper than you think! Especially among older teens and young adults, these trips are increasingly becoming popular. And what's even better, travel is becoming cheaper and cheaper as costs for **accommodation** and transport lower as well.

Last-minute trips can be significantly cheaper than you think. Have a look at the tips below if you want to learn more about ways to travel on a dime.

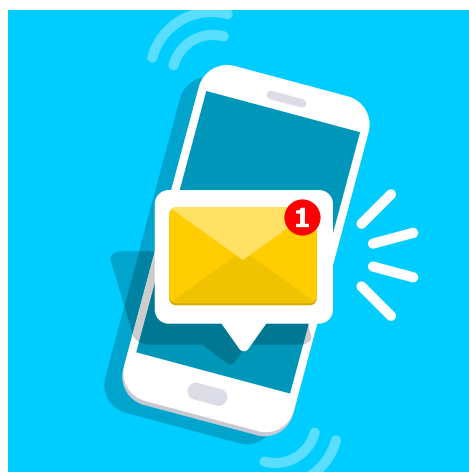
Cheap, affordable travel options are everywhere, and spontaneous "I'm leaving tomorrow" trips can be cheaper than you think!

Book last minute.

Airlines and hotels often have seats and rooms left over just days before your trip, and they are discounted since otherwise they'd just go unbooked and cost the company money. Keep an eye out for this sort of offer.

Use price alerts.

Many websites, even Google Flights, offer price alert services. That means you can sign up with your email address and receive alerts if a particular trip is especially cheap. Word to the wise—create a second email address for these types of email alerts if you don't want your main inbox to be spammed by special offers.



accommodations:
lodging, or rooms in a hotel/motel



Travel in groups and off the beaten path.

Traveling with friends isn't just more fun, it can also be cheaper. Often hotels charge extra for single occupancy in rooms, so ask a few friends if they want to come along and save everyone money. Consider cheaper alternatives to hotels—hostels, Airbnb, and even

things like couch surfing are often considerably cheaper than traditional hotels... take advantage!

Be willing to compromise.

Ok, so your dream trip to Tokyo in August is probably never going to happen with what's in your piggy bank, but there may be alternatives that are just as fun. Consider traveling off-season to save money, and look at alternative airports near your destination city. Maybe driving a few hours to a different airport will knock a pretty penny off the price. Be willing to look at alternatives where you can.



Travel locally.

Not every trip has to be far away. You don't have to leave your country (or even state) for a getaway. Booking a local hotel, visiting a spa retreat, or camping in the next state over can cost a fraction of a bigger trip, be done at the drop of a hat, and be just as fun as 'proper' travel. Think about what is fun for YOU.



What to do During a Travel Emergency—Helpful Tips

Not every trip always goes as expected, and sometimes things go very wrong. This can be scary at home and downright terrifying somewhere else, especially if you end up in a place where you don't speak the local language. Have a look at the tips below for some guidance if you really get in trouble on a trip.

1. If you are outside of the United States, contact the nearest US embassy if you lose your passport, travel documents, or something similar.
2. Stay calm: this isn't necessarily easy, but no matter what happens, try to keep your wits about you and think about your options.
3. Keep a backup plan. This could mean keeping a credit card with you for emergencies or even a small amount of cash somewhere easily accessible. Always have your phone with you in case you need to call emergency services and make sure you know the local numbers—911 doesn't work outside of the United States, but there are alternative numbers.
4. Be smart about asking for help; locals may be able to help you, even if they just call the police for you or something similar. But be careful—don't follow strangers home, no matter how nice they may seem. Trust your gut and avoid dangerous situations.
5. Do your research. Prior to your trip, look at points of interest like local hospitals, police stations, and embassies. That way, if the worst comes to pass, you're prepared.
6. Get in touch with family. You may end up in a sticky situation, so call home and ask family for help. They may be able to assist more than you think, either by contacting local police or just by looking up the route to the nearest hospital for you if you don't have internet access... plus, your family will know where you are and what's going on.



Stay calm

Keep a backup plan

Be smart about asking for help

Do your research

Get in touch with your family

Careers in Hospitality: the Path to Becoming a Head Chef

Culinary careers are high-stress environments that really challenge passionate people to do their best. While every person's career path is unique, and there isn't a one-size-fits-all approach to that pinnacle of a culinary career as a head chef, the timeline below will show you some of the milestone steps of this career path.

First Step:

After high school, aspiring chefs will pass through what is usually a two-year culinary program in culinary school or an apprenticeship.

Step 2:

Entry level service jobs such as server, dishwasher, or fast food employee are common starting points for this career and can be taken up even during culinary school.

Step 3:

Work as a cook and earn a few years' worth of experience as a line cook in a kitchen to up your skillset.

Step 4:

Specialize in something. With a few years of experience, you'll be able to specialize in a station, be it desserts, entrees, or even garnish—focus your skillset.

Step 5:

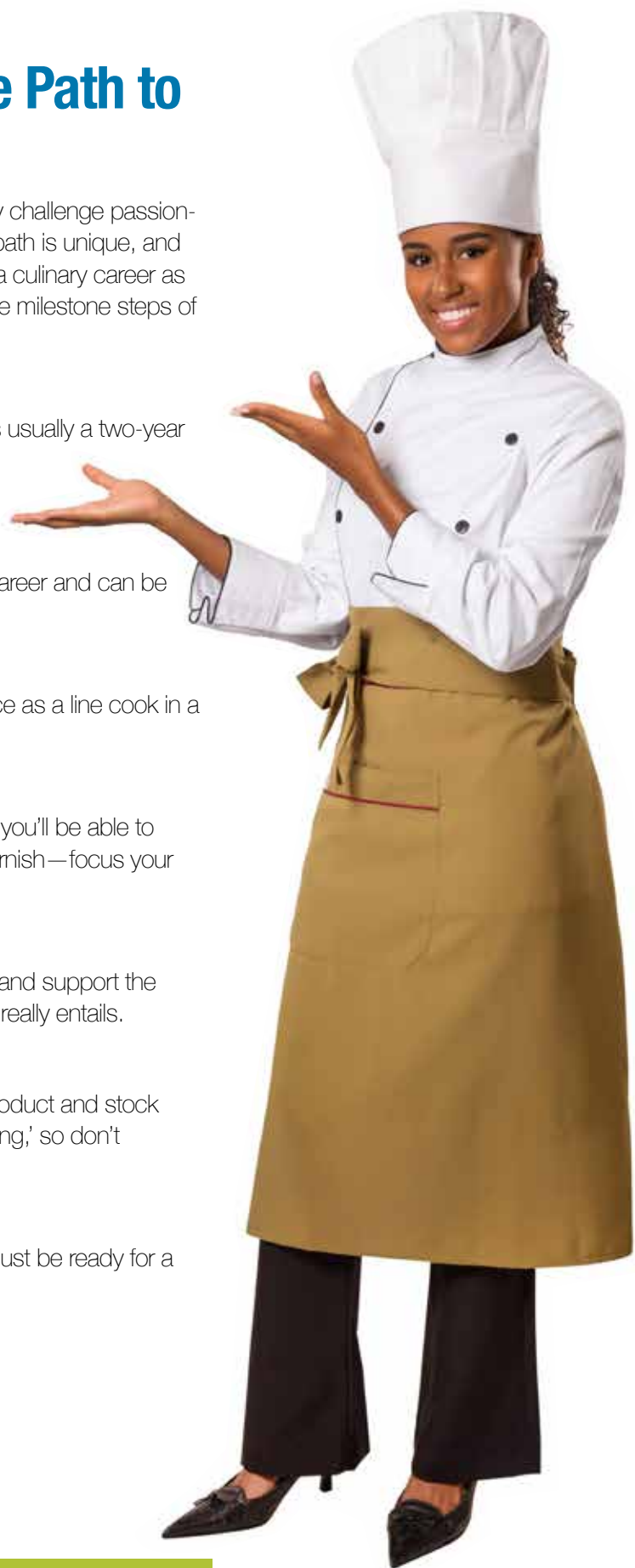
Work your way up and aim for a position as a sous-chef and support the head chef in their tasks to learn more about what the job really entails.

Step 6:

Learn about the ins and outs of the business. There is product and stock management, work rosters, and more beyond 'just cooking,' so don't underestimate the career.

Final Step:

With 8-10 years of experience under your belt, you may just be ready for a chef position in a restaurant.



culinary: pertaining to food preparation

GAP YEAR



For those unsure about what they want to study or career track they want to pursue, a gap year may help them reflect and eventually make a more informed decision.

Taking a Break— the Gap Year

One key word when it comes to traveling is the **gap year**, time taken between finishing high school and starting college in order to see the world and have new experiences. Two popular options for this sort of gap year are working abroad as English teachers and in the hospitality industry. There are plenty of other options too, but those two are always popular.

There are plenty of organized programs, often offered by universities, that can even count as credit towards your degree. Princeton University offers this, as do organizations like the Peace Corps or AmeriCorps. Have a look around!

Gap years have several benefits for students that take them: not only do they get to experience the local customs of places they otherwise wouldn't, and in a way that even normal tourists don't, they also get a chance to really think about the path they want their life to continue on. For those unsure about what they want to study or career track they want to pursue, a gap year may help them reflect and eventually make a more informed decision -whatever that decision may be.

They may find a job in a field they find interesting and test the waters so to speak; maybe, after a year as a line cook for example, they realize they don't want to work in that profession but would really like to train as an event or trip planner. Or maybe they discover that the job they did during their gap year is exactly what they want, in which case they have a year's worth of experience, giving them a head start.

gap year: the year between finishing high school and starting college

Students can make friends with others in similar life situations and discover things about themselves as well as the places they visit.

This may sound pretty abstract, but think about it: have you ever wondered where you want your life to take you? Odds are the answer is yes, and there is nothing wrong with not knowing... or wanting to find out.

Taking the scenic route to that realization—literally in the case of a gap year that may take place in spectacular locations around the world—is a great way to figure things out in an active and exciting manner.

Often, students take on a job for the duration of their gap year. This is often not a full-time position but enough to pay for accommodations, food, and some spending money. In some cases, your job can even give you additional benefits. For example, working in a hostel or hotel might land you free accommodations or free meals in a restaurant. They give a sneak peek not just into different careers but also into what these careers look like in different places.

Hospitality is an incredibly connected career field; almost all jobs translate well from one country to another, and a qualified chef or event planner could easily find employment overseas if they want to. This makes this part of the service industry especially appealing to those young people who want to see as much of the world as possible—who wouldn't love to see different parts of the world while working?

Hospitality is an incredibly connected career field; almost all jobs translate well from one country to another ... who wouldn't love to see different parts of the world while working?



Careers in Hospitality: Tales from Hotel Manager

To give you a more involved view of what a hotel manager does, we spoke to one. Galina P. has worked in hospitality since the age of 16, and she has done so in 4 different countries: Belarus, Bulgaria, Russia, and the United Kingdom. She is currently an assistant hotel manager in Greater London. We asked her some questions about her career.

What exactly is your job?

G: I am the assistant hotel manager for a small family-run hotel in the London area. I oversee the day-to-day tasks of our hotel and help out where needed.

What does that mean?

G: Well, if a cleaning lady doesn't show up, I help out and take care of the rooms. If someone calls in sick, I take over the front desk to help out and so on. I assign shifts and sometimes order stock for the restaurant or arrange events in the conference hall. It's a very involved job!

How did you get to your current position?

G: (Laughs) It was a long journey for me! I got a job young because I couldn't afford to go to school and had some family pressure behind me. I eventually moved away from home and found work as a cleaning lady in a hotel chain. I worked long hours for little pay and tips but saved up money and left Belarus. I worked as a cleaning lady for a few years before the fact that I speak multiple languages got me a promotion, and I got to work at the front desk. I still cleaned rooms sometimes though!

And then?

G: I gained experience and became a night-shift manager. There is less to do at night so it's easier.

I worked on shift plans and made sure that things were ready for the busy times during the day. Eventually, in my hotel chain, an opportunity came up to transfer to another country and I applied. I was chosen along with a colleague and we transferred. I left the new hotel after six months because I didn't like it much, but I stayed in Bulgaria and worked in a few smaller places. Eventually I married and moved countries yet again—to the UK. I like it here; the people are nice.

Do you like your job?

G: I'm proud of it, yes. I worked hard to get this job and I like it very much. I like meeting interesting people and I like the management experience. (Laughs) I don't even mind the cleaning so much.

How many years have you worked in hospitality?

G: (Laughs) I'm 52 now and will retire in a few years, so that's... about 36 years, minus the time I took off when I had my two kids. Maybe 34 years? Something like that.

What sort of education do you have?

G: I finished school and started working, so I didn't

go to university. A few of my employers helped me get some additional qualifications and paid for me to take language classes—I speak four languages now! Bulgarian, Russian, English, and some German.

Would you choose this career again?

G: Hmm, probably. I like the job, it's honest work. I would maybe pick my job a bit more carefully because I've seen some hotels that weren't great, but I've always been proud of my career choices!



Key terms:

accommodations: lodging, or rooms in a hotel/motel

amenities: lodging extras, like kitchens or outdoor space

bungalow: small private guest house

culinary: pertaining to food preparation

ecological: relating to the environments of living things

environmentally conscious: being aware of your effects on the environment

gap year: the year between finishing high school and starting college

hospitality: the friendly reception of guests or visitors

suite: a set of rooms in a hotel or motel

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