

Hospitality/Catering

An overview of what you can
expect as part of the
Recruitment Process

Agenda

- Introductions and Overview of session
- Signposting the Recruitment Process
- Presentation within Hospitality
- Understanding what Hospitality is
- Understanding the importance of Customer Service
- Conclusion and Next Steps

Introductions

- Say Good Morning /afternoon to each person who enters the room see what response is.
- Leave group to settle in for a couple of minutes observe if people start talking to each other remain quiet etc.
- Introduce staff to group.
- Explain purpose of session.
- Explain we will be observing behaviours during session.
- Ask group if they have ever undertaken group assessments before – ask them how it went, were they expecting it, were they successful, could they have done with any help beforehand on what to expect.
- **ENCOURAGE ALL TO PARTICIPATE TODAY AND PUT THEIR BEST INTO THE SESSION - THEY WILL GO NO FURTHER IF THEY ARE SILENT!**
- 10 minutes

Presentation Skills: – choose 1 from the 2 exercises below

- You will talk for two minutes to: introduce yourself, tell us what previous experience in Hospitality you have had and 2 reasons **why** you want to work in Hospitality. Finally tell us something that you are proud of or that you have achieved. (Total prep time 3 minutes).

Or

- Speak to the person next to you. Find out their hobbies/interests & something unique to them. Find out also, 2 reasons why that person wants to work in the Hospitality sector. Swap over & then feedback to the group for 2 minutes. (Total prep time 5 minutes).

Debrief: How did that feel to you? How do you feel now? Why is the skill of Presentation important?

Understanding of What It Is To Work In Hospitality

1 Exercise

- *Find out from the group what they know about the hospitality sector? Why do they want to work in this area? (Solicit answers from all. Watch for the key contributors. Encourage contribution from the quieter members to increase their confidence).*
- *Divide into the session into small teams. “I would like you as teams to list as many qualities & behaviours as you can that you feel are essential to someone working within Hospitality – **and why.**” Teams will then go head to head The aim is to discuss as many areas as they can until there is only one team left! Each member of your team must participate. (6 minutes to prep).*
- *Debrief: How do they feel now? Has their awareness of Hospitality improved? Review the qualities & behaviours discussed & highlight that the employers at an interview will use these as a basis for **competency based questions...** “Tell me about a time when...” / “Can you talk to me about an instance where...”*

Understanding of The Importance of Customer Service

1 Exercise

- *(Divide into small teams)*. “In your teams talk about the last time you visited a local restaurant, café or hotel where you received **good** customer service – Name the location and on a flip chart tell us what, in particular, was good about the experience. Similarly, can you then identify a hotel, café or restaurant where you have had **bad** customer service and put this on your flip chart also. Tell us what was bad about the service. Finally tell us what changes you would make to improve the service?”
- You have 10 minutes to prepare – including how you will present this to the rest of the room. Everyone in the team needs to be involved in discussing the points that you make”.
- *Debrief: How did that feel? What have you learned from doing this?*

Conclusion and Next Steps

- Assessor/Facilitator will bring together all the elements undertaken today.
- Stress again what is to happen next.
- Where and if appropriate, introduce live vacancies and the process involved. This will be useful specifically where there is solely an on-line process and no further assessments to be undertaken.