



Hospitality & Tourism

People in the Hospitality and Tourism cluster help people on trips or other outings. Some help make travel plans. Many of them work at eating places, hotels, amusement parks, museums or sporting events.

Hospitality & Tourism

Hotel, Motel & Resort Desk Clerks ■ First-Line Supervisors of Food Preparation & Serving Workers
Food Service Managers ■ Recreation Workers
Reservation & Transportation Ticket Agents & Travel Clerks ■ Lodging Managers

Hotel, Motel & Resort Desk Clerks



Hotel, motel and resort desk clerks greet, check-in and check-out guests. They give guests keys and take payments. They direct guests to their rooms and answer questions. They also take reservations. They are often the first people guests meet in a hotel, so they should be friendly.

The Jeffersons stayed at a hotel for three nights. The first two nights were \$76.99 each. The third night was \$89.99. The total tax for all three nights was \$19.53. How much do they owe?

First-Line Supervisors of Food Preparation & Serving Workers

These supervisors are in charge of workers who make and serve food. They train workers. They also teach workers about food safety and keeping areas clean. Some may hire and fire people. They count and deposit money. They may make up work schedules and assign jobs to people. They listen to customers' complaints and try to fix problems.

Circle what you might do if customers complain about the food or the service.

Listen to what the customer says.

Thank them for letting you know about the problem.

Roll your eyes because the customers don't know what they're talking about.

Interrupt the customers (because you know what they're going to say and you want to make them happy faster).

Say you're sorry, even if you don't think there's anything to be sorry for.

Discount the bill or give them a gift certificate for their next visit.



School Rules: (How much education do you need?)

Occupation	High School	Some Beyond High School	Associate Degree	Bachelor's Degree	Advanced Degree
Hotel, Motel & Resort Desk Clerks	✓				
First-Line Supervisors of Food Prep. & Serving Workers	✓				
Food Service Managers	✓				
Recreation Workers	✓				
Reservation & Trans. Ticket Agents & Travel Clerks	✓				
Lodging Managers	✓				

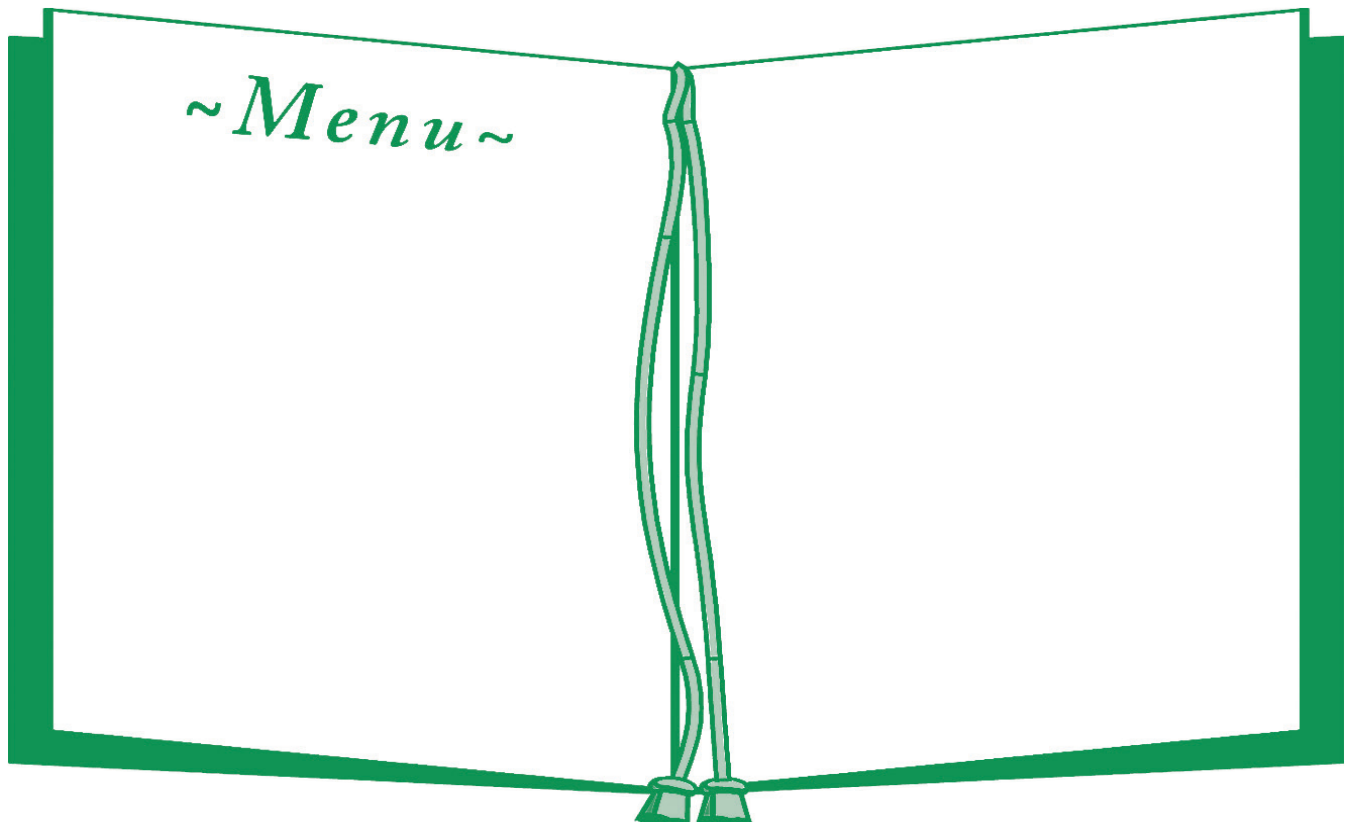
Food Service Managers

Food managers are in charge of places that have food and drinks. They manage diners, fast-food chains, restaurants, school cafeterias and more. Some choose menu items and figure out what to charge. They train workers and make sure food is being made correctly.



If you were a food manager, what kinds of food would you serve? Write four dishes you would offer and the prices in the menu.

Restaurant name:



Recreation Workers

All work and no play is not much fun. People spend a lot of their free time taking part in things like arts and crafts, choirs, theater, sports, camping and much more. Recreational workers plan and lead these activities. Their main goal is to get people to spend their free time being active.



What is your favorite recreational activity? List two things you would have to plan if you were in charge of leading other people in that activity.

Recreational Activity: _____

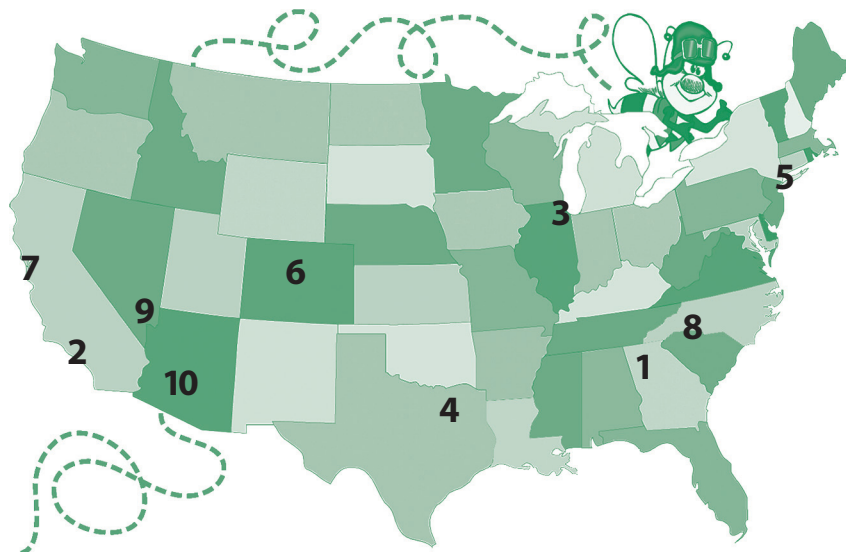
Two things to plan:

Reservation & Transportation Ticket Agents & Travel Clerks

When people take trips, they may go by planes, trains, buses, ships or rental cars. Reservation and transportation ticket agents and travel clerks help people plan trips. Some sell tickets and confirm reservations. Some provide information about places. They might hand out travel guides and maps. Others take tickets and handle baggage. Some travel clerks figure out the fastest and cheapest way to travel.



The numbers on the map show the U.S. cities with the busiest airports by passenger boardings. Match the numbers to the cities listed beside the map.



- _____ Atlanta, Georgia
- _____ Charlotte, North Carolina
- _____ Chicago, Illinois
- _____ Dallas/Ft. Worth, Texas
- _____ Denver, Colorado
- _____ Las Vegas, Nevada
- _____ Los Angeles, California
- _____ New York City, New York
- _____ Phoenix, Arizona
- _____ San Francisco, California

Lodging Managers

When you are away from home, you need a place to stay. You most likely wind up somewhere that offers a place for a price, like a hotel. Lodging managers run these places. They make sure where you are staying is safe and comfortable. They figure out how much to charge for rooms. They also buy supplies and schedule workers.

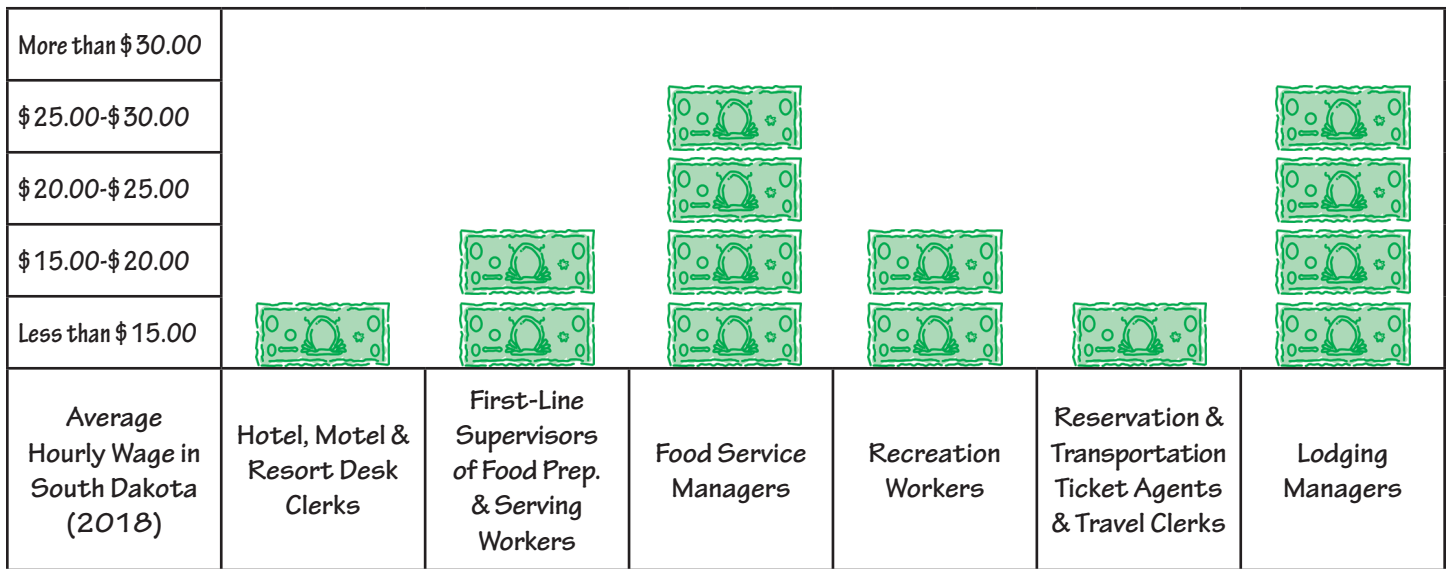


Find and circle the places a lodging manager might work.



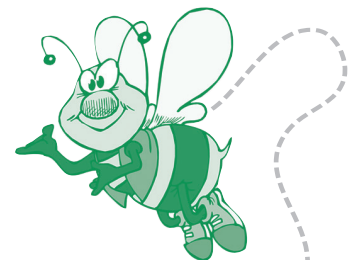
- campground
- inn
- hotel
- motel
- ranch
- resort
- RV park
- youth hostel

How Much Does it Pay?



Keep your “career antennae” up!

Land on the website below to explore many more careers in this same cluster. And we have 15 other career clusters to explore together!



dlr.sd.gov/careerclusters

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