

Food and Beverage Guru E Course

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Golden Rules for Success in Hospitality Industry

I would like to give an insight to all those aspiring hospitality professionals as well as those already working in the industry on the qualities that makes one successful in Hospitality Industry.

This is from my practical experience and through my observation and analysis spread over a career span of 12 years in 11 different Countries.

I have seen over and over again, some people who were successful in the hospitality industry, nearly always had the same qualities listed below and they had it consistently, day after day, 365 days a year, which led to their success.

Though they are basic qualities, following them will have a wonderful effect, irrespective of what position one is in. Though product knowledge, intelligence and connections play a role in ones success, the qualities mentioned below take precedence for ones success in the hospitality industry.

1. Attitude: Service Oriented and a positive attitude towards guest and other team members.
2. Hardwork: This is the most important required quality in this industry. There is no short cut to hard work.
3. Friendliness: An Outgoing, Friendly and cheerful disposition, both towards guests, staff members and staff from other departments, to ensure a smooth working environment.
4. Appearance: Appearance in the form of well groomed and neat presentation is very important in creating the right impression to guests and other staff members.
5. Courtesy: Good manners and courtesy is very important when dealing with guests and other staff members.
6. Honesty: The priority, because, one deals with cash and other guest belongings and valuables on a day to day basis.
7. Creativity: Hospitality/Food and Beverage offers many avenues to display ones

creative talents either in the form of creative food and drinks, good buffet and banquet set ups etc.

8. Ownership and responsibility: Not doing the “passing around the buck” thing, but owning and solving some serious issues and problems that come up from time to time.

9. Commitment and Consistency: Good job done, once, is not enough, the golden rule is: Good job always.

10. Passion for and pride in job: only get in to the industry if you like what you are doing, irrespective of monetary gain.

11. Punctuality and discipline: You don't just miss your flight/train and girlfriend/boyfriend if you are late, but also respect and also your job at the end.

12. Ability to take orders and instructions from superiors: Don't like taking orders and instructions from Superiors, than better start your own business than to work for someone.

13. Communication skills: The world runs on Communication. This is not just about speaking many languages which will help you out on a day to day basis as you come across guests/staff from different countries, but also communicating your ideas and instructions to your staff as a manager and as a staff to communicate your concerns to your managers.

14. Respect for others: I have worked in different countries with different socio-economic conditions and cultural beliefs and one thing that comes handy always is the respect one gives to Views, Traditions etc of other people.

15. Patience: Many a times when things get quite stressful and tempers run high in Hospitality industry, when it's very busy, the only protection shield is “Patience”.

16. Empathy: Empathy towards your colleagues.

17. Personality: By personality I mean the nature of a person as to if one is an Introvert or an extrovert. It's always been, or most of the time, though not always, people with outgoing personality are easily successful in this industry.

18. Adaptability: Adaptability to changes and new ideas.

19. Attendance: Irrespective of your late night party or your early morning hangover, not calling in sick when not really sick.

20. Hands on: This industry is all about being practical and hands on, irrespective of the position one is in. More Physical presence is required in operations than in the office, before computer.

21. Long Hours: long productive hours at work are one of the top open secrets to success in this industry.

22. Flexibility: Many a times one has to be flexible in this industry either in the form of change in working shifts, days off, annual leave etc.

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