

Careers in Hospitality True or False

Indicate whether each statement is true or false by circling the appropriate letter.

1. Skilled-level employment is first-level employment in a hospitality firm.
 - a. True
 - b. False
2. A hospitality and tourism professional must have good verbal skills more so than writing skills.
 - a. True
 - b. False
3. Guest service professionals have a responsibility to meet and exceed guests' expectations to ensure the quality of their stay is exceptional.
 - a. True
 - b. False
4. A resume should be a detailed four- or five-page document that summarizes all qualifications, work experience, education, and achievements.
 - a. True
 - b. False
5. A portfolio should contain visual examples of previous projects, tasks, training, and educational experiences.
 - a. True
 - b. False

6. It is important to arrive at an interview dressed in normal clothes so that the hiring manager can get a good sense of who you are outside of work.
 - a. True
 - b. False
7. It is ok for a guest to walk away feeling like no one was listening to them.
 - a. True
 - b. False
8. Anyone considering a career in hospitality and tourism must be prepared to work with a diverse guest audience.
 - a. True
 - b. False
9. The job hunting process requires you to prepare a portfolio to use during interviews.
 - a. True
 - b. False
10. A resume has a section for work experience and educational experience
 - a. True
 - b. False