



1 *Carrying*
customer's bag



2 *Working* in the
reception desk



3 *Cleaning*
hotel rooms



4 *Talking*
to customers



5 *Interviewing*
other staff



6 *Listening*
to a supervisor



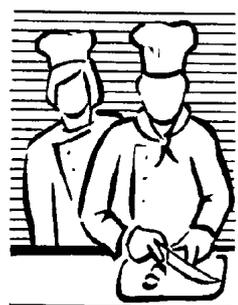
7 *Working*
in the linen room



8 *Attending*
department meetings



9 *Reading*
health & safety
documents



10 *Observing*
fellow staff

NAME _____

FORM _____

PLACEMENT _____

Work Experience IN HOTELS



**Work Experience Learning Framework
for Pre-16 Students**

Questions to ask

1 *Background to the business*

- a. What is the history of the business?
- b. What are the basic facts and figures about the business?
- c. What are the main patterns of employment, e.g. full/part time?
- d. How many people are employed at this establishment?

2 *Employment in hotels*

- a. What trends are there in jobs in hotels?
- b. What different types of jobs are there in hotels?
- c. What career and training opportunities are there?
- d. What qualifications and skills are required?

3 *Rights and responsibilities*

- a. What rights and responsibilities do employees have?
- b. What rights and responsibilities do employers have?
- c. How are disagreements resolved?
- d. Is there a recognised trade union or staff association?

4 *Working conditions*

- a. What are working conditions like for employees?
- b. Can employees use any of the hotel facilities?
- c. Do staff have to wear a uniform?
- d. What changes have there been in working conditions in hotels?

5 *Business organisation*

- a. What is the structure of the organisation?
- b. What are the different work roles in the business?
- c. How do the different departments work together?
- d. How are work tasks allocated to individuals?

6 *Layout*

- a. How is the establishment laid out?
- b. What are the advantages of the current layout?
- c. What problems are caused by the current layout?
- d. What are the particular issues in the layout of a hotel?

7 *Health and safety*

- a. What basic health & safety rules do employees have to follow?
- b. How do the rules vary in the different departments?
- c. What are the most common accidents?
- d. What happens when there is an accident?

8 *Facilities*

- a. What facilities does the hotel provide? e.g. health clubs, conference facilities
- b. What categories of customers use the different facilities?
- c. How much does it cost to use the facilities?
- d. Which facilities are the most popular?

9 *Customer care*

- a. What are the main principles of good customer care?
- b. What training in customer care is provided?
- c. What happens when a customer makes a complaint?
- d. What are the most common customer complaints?

10 *Quality assurance*

- a. What is quality assurance?
- b. What are the quality standards of the business?
- c. What procedures are there to maintain quality?
- d. Who is responsible for maintaining the quality standards?

