

## Chapter 2 Outline

Careers in the Lodging Industry  
  Entry-Level Positions  
  Skilled-Level Positions  
  Managerial-Level Positions  
  Where to Start  
Careers in the Food Service Industry  
  Diverse Opportunities  
Education for Hospitality Management  
  Careers  
  Other Career Paths to Consider  
The Nature of Hospitality  
  Communication  
  Turnover  
  Demands and Rewards

## Competencies

1. Identify entry-level positions in hospitality businesses and describe the kind of experience, training, and education generally required for those seeking entry-level positions. (pp. 23–24)
2. Identify skilled-level positions in hospitality businesses and describe the kind of experience, training, and education generally required for those seeking skilled-level positions. (pp. 24–25)
3. Identify managerial-level positions in hospitality businesses and describe the kind of experience, training, and education generally required for those seeking managerial-level positions. (pp. 25–27)
4. Describe the advantages and disadvantages typically associated with beginning a career in hospitality with a large or small operation. (pp. 27–31)
5. Describe the diversity of career opportunities available in food service. (pp. 31–33)
6. Describe educational opportunities available for those entering hospitality careers, and identify careers available to those studying hospitality. (pp. 33–36)
7. Describe the nature of hospitality and how it affects the careers available in the hospitality industry. (pp. 36–38)