



Hotel

Working in the hotel industry provides a varied career, the opportunity to meet a wide spectrum of society and possibly the opportunity to travel. Given the current economic conditions, there are probably fewer positions available within this industry than in past years.

POSITIONS

Careers within the hotel industry are varied. The two main areas are Rooms and Food & Beverage. Supporting functions include accounting, engineering, public relations, sales and marketing, and guest reception.



EDUCATION AND REQUIREMENTS

As the hotel industry is a service industry, both education and people skills are important. Graduates may either have a related degree or a more general degree as on-the-job training and related courses are available.

Essential people skills include a pleasant personality, politeness, loyalty, good manners and the willingness to help people.

Language skills are also essential. Fluency in English and Cantonese is mandatory, while additional language skills in Mandarin, Japanese, French or other European languages are an added advantage. Most hotels do offer in-house and external language courses for staff.

SALARY & BENEFITS

Entry-level salaries range from \$10,000-\$14,000 per month, depending on the size and standard of the hotel. Customer service officers can expect starting salaries of around \$8,000-\$9,000 per month. Remuneration packages also include guaranteed and discretionary bonuses, free duty meals, medical care, as well as social and recreational activities.

FURTHER TRAINING

Hotels in Hong Kong provide comprehensive induction and training programmes to all new staff. Further training and development programmes are available and are advisable for individual career growth.



The Hong Kong Hotels Association (HKHA) runs in-service training programmes that are heavily utilised. Would-be managers may be offered a formal two-year apprenticeship, exposing them to all aspects of the business, from the kitchen to the front desk.

To help promote professional standards of training, a number of institutes offer courses in hotel, catering and tourism. These include the University of Hong Kong, Hong Kong Institute of Vocational Education (Haking Wong), Hong Kong Institute of Vocational Education (Chai Wan), Hong Kong Polytechnic University, Hong Kong Management Association, Hotel Industry Training Centre and Caritas Institute for Further & Adult Education (Caine Road).

FURTHER INFORMATION

Contact the Hong Kong Hotels Association for further information about the opportunities within the hotel industry. The association's 'Hotel Career Guide' can also be downloaded from its website. The association is located at:

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