

Hospitality – Hospitality Management Competencies

Required Competencies	
Business Operations	<i>Demonstrates knowledge and understanding of the business operations performed by different departments and how those departments work together to achieve the goals of the organization.</i>
Hospitality Mindset	<i>Demonstrates ownership of service standards by going above and beyond to ensure that internal and external guests have a personalized and positive experience.</i>
Safety and Security	<i>Understands best practices around safety and security and demonstrates a commitment to ensuring the safety and well-being of external and internal guests.</i>
Business Acumen	<i>Identifies risks and opportunities for the business when making decisions.</i>
Inclusivity	<i>Accepts and welcomes everyone, regardless of differences.</i>
Rotation-Specific Competencies	
Front Office Operations	<i>Fulfills essential front desk, reservation, and PBX functions with attention to detail and a high level of accuracy. Provides recommendations that meet customer needs, including for recreation, transportation, and dining.</i>
Food and Beverage Operations	<i>Fulfills essential functions of the process of preparing, presenting, and serving food and beverages to the customer while adhering to food and beverage laws and regulations.</i>
Event Management	<i>Applies detail orientation, customer service, and logistical planning to ensure proper execution of events.</i>
Sales	<i>Understands, supports, and executes on the business plan and sales goals.</i>
Housekeeping Services (maximum of three months)	<i>Effectively executes processes and procedures for housekeeping services.</i>
Facilities Management	<i>Executes processes and procedures for facilities maintenance.</i>