



Working with people face to face

There are people who think of themselves as a “people person.” There are jobs that require face to face contact with customers and a true passion for dealing with all types of personalities and expectations. Some of the toughest positions, when it comes to working with people face to face, can be that of hospitality manager jobs or resort hospitality jobs.

Resort hospitality jobs are typically seasonal in nature, and many resorts have a core staff of management that stay employed with the resort the whole year. The rest of the employees, mainly line level employees, may work for several months out of the year, during the peak times for the resort, and then draw unemployment in the off-season. This cyclical nature of resorts makes it challenging to keep a fine tuned staff that is able to meet the customer’s expectations.

Resort hospitality jobs work with people face to face, and often it is people that come to relax and have fun, with high expectations for their visit to the resort, as it is typically for a vacation or conference. The problem with dealing with these types of people is that, because of their high expectations, and the seasonal nature of the resort employees, it involves all types of situations where the guest may be intoxicated and surly or the employee may be inept, due to lack of training.

Hospitality manager jobs are the positions that not only have to oversee the employees, mediate any issues or problems a guest may be having on their vacation or for their conference. **Hospitality manager jobs** involve a fine art of psychology in being able to keep employees motivated to serve the public, and deal with guests that may do things at a resort or hotel that they would never think of doing at home.

While the customer is always right in most businesses, in the field of hospitality there may be a fine line for safety of other guests, as well as your employees. Often, guests that stay at a resort do not realize that the resort hospitality jobs are seasonal, and that the employees may have had little training prior to peak season. Resorts make money in season and lose money in the off-season, so to survive they are often working with part-time and temporary employees.

Hospitality HR jobs involve many employee hiring and terminations, unemployment and severance counseling, training and orientation, and safety training. When working with people face to face, the hospitality human resource

department has to look for qualities of patience, friendliness, and willingness to learn and work at different departments when needed. Since many resort hospitality jobs are 24 hour departments, when in season, with high customer demand, the employees have to be versatile and flexible enough to work during busy periods to meet guest’s expectations.

The resort hospitality jobs, hospitality manager jobs and hospitality HR jobs all require a personable and friendly servitude because customers or guests may be staying with them for a period of days and they will have numerous encounters with the same guests over a period of time. They must be good at working with people face to face, and be flexible, have common sense and perform for the safety and comfort of all guests at the resort or hotel.

There will always be demand in this field as people always need to travel for some purpose and stay in hotels or resorts, whether for vacation, a business conference, a wedding or traveling on the way to someplace else. Resort hospitality jobs can be somewhat specialized as it is a seasonal business and a good staff or hospitality manager can make the difference whether the resort makes a profit and offers a great customer satisfaction effort during the guest’s stay.

Hospitality HR jobs involve looking for people that have the personality to get along well with all different personality types of customers, as well as people from different ethnic groups or foreign countries. In addition, since access is granted to guest rooms that contain personal belongings, security screenings can be important in the areas of housekeeping, maintenance and front desk employees that may have access to master keys to resort or hotel rooms.

There are many ways to find resort hospitality jobs, and they can be a fun way to spend a season at a popular resort, while earning a living. Hospitality manager jobs can involve being in charge of certain departments or of a resort operation. Hospitality HR jobs exist at almost every hotel or resort,



Hospitality Career Feature

as these businesses may experience high turnover in some locations.

The easiest way to start a job search for resort hospitality jobs or hospitality manager or HR jobs is to find a job search website that specializes in the field. Most hotels and resorts know that this is the quickest way to find experienced help in the hospitality industry.

These types of specialized job websites have researched the different positions available and posted on the employers' websites, as well as classified advertising in regional and national publications. A job search through a site that has compiled all the positions available in the industry is an easy way for the employer to find qualified candidates and saves the job seeker time and transportation expenses. It is a great career if you like working with people face to face.

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