

HOSPITALITY, LEISURE, AND ENTERTAINMENT SECTOR GUIDE



2020

North Central Workforce Development Area

Funded by Workforce Solutions for North Central Pennsylvania and the PA Department of Labor and Industry.

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Introduction to the Sector Guide

The Career Pathways Sector Guides are designed to provide information about career pathways in the North Central Workforce Development Area in Pennsylvania. Each guide presents information that will benefit workforce development professionals, businesses, and job seekers.

Introduction to Career Pathways

This section of the Sector Guide introduces you to career pathways. The information in this section will inform you about why career pathways are important and how the concept can be beneficial to businesses and job seekers. Information in this section can be shared with clients to help them get a better understanding of why we promote pathways.

Sector Description

The sector descriptions provide a brief overview of the sector that the guide presents. Sector descriptions include information from Pennsylvania's Center for Workforce Information and Analysis <https://www.workstats.dli.pa.gov/Pages/default.aspx> that helps to give a snapshot of the sector as well as general information about education and experience levels associated with jobs in the sector and the types of businesses that employ in the sector.

Use the information in this section of the guide to share general information with job seekers, as more detailed information is provided throughout the guide.

Career Pathways Maps

The jobs illustrated on the career pathway maps were identified using the North Central High Priority Occupations list. Information about the jobs was gathered through research using multiple sources to identify the salary, education required, and related occupations. Additionally, industry specific websites that contain career maps were used to inform the career map development. Most of the maps start with an entry-level job that requires less than a 2-year degree and demonstrate the ability to move up

the pathway by on the job training and work experience or through additional formal education and training.

Some occupations occur in multiple sectors and therefore may create a slightly different map for each sector. For example, janitors and cleaners are in manufacturing, healthcare, education, and hospitality. A worker who starts as a janitor and cleaner in education may move into maintenance and may possess the skills to move into a technical teaching role or departmental supervisory role within a school district or university. A janitor in manufacturing might be less likely to leave the sector to move into education and training of maintenance personnel. Technology and transportation related occupations are others that cross over many sectors and may look a little different.

Notice that some pathways seem to start at a higher “entry-level” than others. These would be appropriate for individuals that may have had some technical training while in high school or chose to do training before entering or reentering the workforce. These maps are also appropriate for places of employment that bring everyone in as a “general worker”, and in order to move up, an individual has to get a specialized training and compare multiple options/maps to make that decision.

These maps can be used with job seekers who are currently employed or choosing a career path. While these maps are general for the sector, they provide information about expected training, experience, and skills needed to move along a career path. This example illustrates the information that you will find about each job on every map.

Occupation: First-Line Supervisors of Mechanics, Installers, and Repairers (49-1011)

Education: postsecondary certificate and/or associate’s degree

Training: postsecondary education

Skills: understands process and product or service, demonstrates self-management strategies, lifelong learning

Salary Range: \$25.50-46/hour

Use this information to assist job seekers with career exploration, career planning, and goal setting. It is important to review each map carefully to understand the requirements needed on all steps of the

career path. Each map shows potential opportunities for advancement that may be achieved through additional education and training and experience on-the-job. Additional ways to use career pathways maps can be found at *20 Ways to Use Career Pathways Maps* at <http://www.paadultedresources.org/wp-content/uploads/2017/02/20-ways-to-use-career-pathway-maps-12-18-17.pdf>.

Job Descriptions

The job descriptions in the guide provide details of every job that is mentioned in each of the career pathways maps. Information from O*NET Online <https://www.onetonline.org/> was used to inform the descriptions. Another key component of the job descriptions is the *Sample of reported job titles*. These job titles are important because they are examples that employers might use for the same job. For example, an *energy auditor* at ABC Company might have the job title of *Building Performance Specialist* at DEF Company even though they do essentially the same kind of work.

Job descriptions are helpful for job seekers to get a clearer understanding of the jobs in isolation. More importantly, the descriptions help to provide clarity on how a career pathway builds on the skills and knowledge, and abilities of the jobs on the pathways. Use the information in this section to discuss the general qualifications of the job and the alternative names associated with the work that the job requires. Each job's description includes a citation and reference in the bibliography that can easily be accessed to provide additional information about the job. Use the references to assist job seekers in further career exploration when making decisions about any career path.

Foundation Skills Framework

Selected jobs in this section of the guide are aligned to specific workforce preparation skills detailed in the Foundation Skills Framework (FSF). The FSF is a tool developed by workforce development professionals that identifies skills, competencies, and tasks that individuals need to master to get a job, keep a job, and advance in a job.

The jobs in this section are primarily the entry level jobs identified on each map in the guide. Top *skills* for each job that are identified on O*NET Online were aligned to the FSF and can be used to help job seekers get an understanding of the workforce preparation skills that they will need for a particular job.

While this section provides examples of the workforce preparation skills for some of the jobs in the sector, additional research can be completed for any of the jobs on the pathways. Encourage job seekers to review the skills needed for their jobs of interest and compare them to the FSF. Additional FSF resources, including an assessment and competency lists can be found at <https://www.paadultedresources.org/foundation-skills-framework/>.

Bibliography

This final section of the guide is the bibliography. The bibliography provides a listing of all of the resources that were used to research the information in the guide and can be used to conduct further research on the sector or career pathways.

Introduction to Career Pathways

The Workforce Innovation and Opportunity Act (WIOA) moved career pathways from just a good idea to a mandatory component of workforce development programming. While providing a comprehensive definition of and for career pathways, WIOA does little to describe the “how to” for this strategy. From the development of customized mapping tools for employers to integrated education and training programs for customers who are determined basic skills deficient, career pathways strategies are customized to the local labor market.

At a minimum, career pathways strategies for job seekers need to include opportunities to explore careers and occupations that fall within high priority occupation sectors, develop a career pathway plan that includes charting specific and realistic goals, and learn about and practice key employability skills. A concrete plan with established goals and steps to follow can offer guidance and structure to job seekers’ employment goals. This plan may include, for example, obtaining work while exploring careers, identifying and enrolling in educational or training opportunities, identifying, researching, and preparing for occupations so that they may be ready to begin the job search process immediately.

Workforce development professionals can use the information associated with career pathways to further develop opportunities for job seekers to enter a career path rather than just getting a job. To do this; however, career pathways strategies need to be recognized and embraced by workforce development professionals in order to coordinate service delivery so that individuals can become aware of opportunities and have access to what they need to move along a pathway.

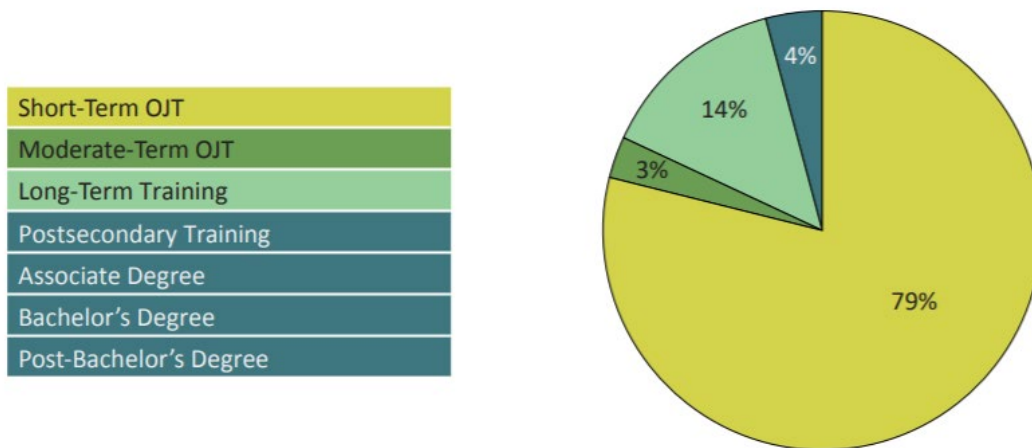
While this guide presents the “nuts and bolts” of career pathways, professionals will need to work together to develop strategies to assist job seekers to move along these paths. Which of the illustrated pathways are most essential to the region? How can workforce development professionals work together to promote these essential pathways? What can we do to include postsecondary education and training partners to assist in these career pathways strategies? How can we include Title II adult education into our strategies? There are answers to all these questions when we work together with career pathways innovations.

Sector Description

The Center for Workforce Information and Analysis states:

The Hospitality, Leisure and Entertainment (HLE) cluster is comprised of industries that cater to tourism and recreation throughout the Commonwealth. In addition to hotels and restaurants, this cluster includes casinos, golf courses, museums, racetracks, bowling centers and caterers. Many industries in this cluster are seasonal with part-time or tip-based employment. For that reason wages are lower than other clusters, and employment is much more volatile if analyzed on a quarterly basis.

This graph illustrates the minimum educational attainment levels for jobs found in this cluster's various industries. Approximately 80 percent of HLE jobs require less than 3 months of on-the-job training to enter employment. The low educational attainment level makes gaining employment easier, but leads to increased turnover and low wages.



In an effort to help individuals enter employment, gain skills, and move through a career pathway that provides opportunities for wage increases, the North Central Multi-year Regional Plan notes that in 2016 the Workforce Solutions board created the following goal:

“Engage in Sector Strategies of our growth industries identifying current skill gaps of both the incumbent and entry-level worker that will result in skill upgrades through customized training and partnerships.”

Workforce Solutions continues to gather information to determine how best to upgrade skills and support career pathways in the hospitality sector. The Foundation Skills Framework competency lists provide one way to track the skills obtained on-the-job in the hospitality sector, but additional work continues to provide workers with certifications and stackable credentials.

According to Hotel Tech Report:

As hospitality professionals gain more experience in their fields, they may want to further their knowledge and credibility by earning an industry certification. Several industry organizations offer certification programs which could require specific work experience, an exam, or a course. Once certified, a hospitality professional can add the designation to their resume (or after their name on LinkedIn) to demonstrate their expertise in their field.

Additionally, The Center for Workforce Information and Analysis identifies the following top industries:

Top Industries Based on Employment

- Full-Service Restaurants
- Limited-Service Restaurants
- Hotels & Motels, Except Casino Hotels
- Food Service Contractors
- Snack & Nonalcoholic Beverage Bars
- Fitness & Recreational Sports Centers
- Golf Courses & Country Clubs
- Drinking Places, Alcoholic Beverages
- Sporting Goods Stores
- Casinos, Except Casino Hotels
- All Other Amusement & Recreation Industries
- Amusement & Theme Parks
- Caterers
- Hobby, Toy & Game Stores
- Gift, Novelty & Souvenir Stores
- Promoters With Facilities
- Casino Hotels
- Sports Teams & Clubs
- Museums
- Sports & Recreation Instruction

Career Pathways Maps

Hospitality-

Amusement and Recreation Attendants

Additional training and education

Occupation: Gaming Supervisors (39-1011)
Education: high school diploma or equivalent and/or some college
Training: short-term on-the-job training
Skills: makes decisions, solves problems, demonstrates self-management strategies
Salary Range: \$11.50-26/hour

Occupation: Gaming Change Persons and Booth Cashiers (41-2012)
Education: high school diploma or equivalent
Training: short-term on-the-job training
Skills: applies mathematical concepts and operations, listens with understanding, speaks clearly and concisely
Salary Range: \$8.75-13/hour

Occupation: Gaming Dealers (39-3011)
Education: high school diploma or equivalent
Training: short-term on-the-job training
Skills: reads with understanding, listens with understanding, speaks clearly and concisely
Salary Range: \$7.75-9.25/hour

Occupation: Amusement and Recreation Attendants (39-3091)
Education: high school diploma or equivalent
Training: short-term on-the-job training
Skills: listens with understanding, speaks clearly and concisely, demonstrates effective interpersonal relations
Salary Range: \$7.75-9.25/hour



Hospitality-

Coin, Vending, and Amusement Machine Servicers and Repairers

Additional training and education



Occupation: First-Line Supervisors of Mechanics, Installers, and Repairers (49-1011)

Education: postsecondary certificate and/or associate's degree

Training: postsecondary education

Skills: understands process and product or service, demonstrates self-management strategies, lifelong learning

Salary Range: \$25.50-46/hour

Occupation: Locksmiths and Safe Repairers (49-9094)

Education: high school diploma or equivalent and/or postsecondary

Training: short-term on-the-job and/or vocational training

Skills: makes decisions, solves problems, speaks clearly and concisely

Salary Range: \$16-22.25/hour

Occupation: Computer, Automated Teller, and Office Machine Repairers (49-2011)

Education: associate's degree

Training: short-term on-the-job and vocational training

Skills: makes decisions, solves problems, demonstrates self-management strategies

Salary Range: \$12-19/hour

Occupation: Coin, Vending, and Amusement Machine Servicers and Repairers (49-9091)

Education: high school diploma or equivalent

Training: short-term on-the-job training

Skills: solves problems, demonstrates quality consciousness, observes critically

Salary Range: \$8.25-14/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

McGraw-Hill. (2012). McGraw-Hill workforce career companion: hospitality and tourism. Bothell, WA: McGraw-Hill Education.

U.S. Department of Labor, Employment and Training Administration. (2019). O*NET OnLine. National Center for O*NET Development. Retrieved from <https://www.onetonline.org/>

Hospitality-

Counter Attendants, Cafeteria, Food Concession, and Coffee Shop

Additional training and education



Occupation: Food Service Managers (11-9051)
Education: high school diploma or equivalent and/or some college
Training: short-term on-the-job training
Skills: solves problems, makes decisions, speaks clearly and concisely
Salary Range: \$19-29.50/hour

Occupation: Waiters and Waitresses (35-3031)
Education: high school diploma or equivalent
Training: short-term on-the-job training
Skills: demonstrates effective interpersonal relations, listens with understanding, uses technology
Salary Range: \$9-11/hour

Occupation: Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop (35-9031)
Education: high school diploma or equivalent
Training: short-term on-the-job training
Skills: demonstrates effective interpersonal relations, speaks clearly and concisely, listens with understanding
Salary Range: \$8.50-10.50/hour

Occupation: Counter Attendants, Cafeteria, Food Concession, and Coffee Shop (35-3022)
Education: high school diploma or equivalent
Training: short-term on-the-job training
Skills: demonstrates effective interpersonal relations, listens with understanding, speaks clearly and concisely
Salary Range: \$8.25-10.50/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

McGraw-Hill. (2012). McGraw-Hill workforce career companion: hospitality and tourism. Bothell, WA: McGraw-Hill Education.

U.S. Department of Labor, Employment and Training Administration. (2019). O*NET OnLine. National Center for O*NET Development. Retrieved from <https://www.onetonline.org/>

Hospitality-

Maids and Housekeeping Cleaners

Additional training and education



Occupation: Lodging Managers (11-9081)

Education: bachelor's degree

Training: short-term on-the-job and vocational training

Skills: understands finances, works within organizational structure and culture, uses technology

Salary Range: \$17-25.25/hour

Occupation: Concierges (39-6012)

Education: high school diploma or equivalent and/or some college

Training: short-term on-the-job training

Skills: makes decisions, solves problems, speaks clearly and concisely

Salary Range: \$10-13/hour

Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)

Education: high school diploma or equivalent and/or some college

Training: short-term on-the-job training

Skills: demonstrates self-management strategies, listens with understanding, understands process and product or service

Salary Range: \$8.25-10.75/hour

Occupation: Maids and Housekeeping Cleaners (37-2012)

Education: high school diploma or equivalent

Training: short-term on-the-job training

Skills: works in teams, observes critically, locates and uses resources

Salary Range: \$8.25-11/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

McGraw-Hill. (2012). McGraw-Hill workforce career companion: hospitality and tourism. Bothell, WA: McGraw-Hill Education.

U.S. Department of Labor, Employment and Training Administration. (2019). O*NET OnLine. National Center for O*NET Development. Retrieved from

<https://www.onetonline.org/>

Hospitality-

Receptionists and Information Clerks

Additional training and education



Occupation: Bill and Account Collectors (43-3011)

Education: high school diploma or equivalent and/or some college

Training: short-term on-the-job training

Skills: understands finances, works within organizational structure and culture, uses technology

Salary Range: \$11.50-18/hour

Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Education: high school diploma or equivalent and/or some college

Training: short-term on-the-job training

Skills: demonstrates effective interpersonal relations, listens with understanding, uses technology

Salary Range: \$11-17.50/hour

Occupation: Concierges (39-6012)

Education: high school diploma or equivalent and/or some college

Training: short-term on-the-job training

Skills: makes decisions, solves problems, speaks clearly and concisely

Salary Range: \$10-13/hour

Occupation: Receptionists and Information Clerks (43-4171)

Education: high school diploma or equivalent

Training: short-term on-the-job training

Skills: reads with understanding, speaks clearly and concisely, locates and uses resources

Salary Range: \$9-13.25/hour

2019 HPO list retrieved from <https://www.workstats.dli.pa.gov/Products/HPOs/Pages/default.aspx>

McGraw-Hill. (2012). McGraw-Hill workforce career companion: hospitality and tourism. Bothell, WA: McGraw-Hill Education.

U.S. Department of Labor, Employment and Training Administration. (2019). O*NET OnLine. National Center for O*NET Development. Retrieved from

<https://www.onetonline.org/>

Hospitality-

Ushers, Lobby Attendants, and Ticket Takers

Additional training and education

Occupation: Bill and Account Collectors (43-3011)

Education: high school diploma or equivalent and/or some college

Training: short-term on-the-job training

Skills: understands finances, works within organizational structure and culture, uses technology

Salary Range: \$11.50-18/hour

Occupation: Counter and Rental Clerks (41-2021)

Education: high school diploma or equivalent

Training: short-term on-the-job training

Skills: reads with understanding, listens with understanding, demonstrates self-management strategies

Salary Range: \$8.50-12.75/hour

Occupation: Cashiers (41-2011)

Education: high school diploma or equivalent

Training: short-term on-the-job training

Skills: applies mathematical concepts and operations, listens with understanding, speaks clearly and concisely

Salary Range: \$8-10/hour

Occupation: Ushers, Lobby Attendants, and Ticket Takers (39-3031)

Education: high school diploma or equivalent

Training: short-term on-the-job training

Skills: listens with understanding, speaks clearly and concisely, demonstrates effective interpersonal relations

Salary Range: \$7.75-9.25/hour



Amusement and Recreation Attendants

Perform variety of attending duties at amusement or recreation facility. May schedule use of recreation facilities, maintain and provide equipment to participants of sporting events or recreational pursuits, or operate amusement concessions and rides.

Sample of reported job titles: Activities Attendant, Golf Starter and Ranger, Recreation Aide, Recreation Attendant, Recreation Clerk, Recreation Leader, Ride Operator, Service Representative, Ski Lift Operator, Sports Complex Attendant (U.S. Department of Labor, O*NET, Amusement and Recreation Attendants, 2020a)

Concierges

Assist patrons at hotel, apartment, or office building with personal services. May take messages, arrange or give advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance.

Sample of reported job titles: Activities Concierge, Chef Concierge, Chief Concierge, Club Concierge, Concierge, Conference Concierge, Guest Service Agent, Guest Service Supervisor, Hotel Concierge, Lobby Concierge (U.S. Department of Labor, O*NET, Concierges, 2020b)

Attendants, Cafeteria, Food Concession, and Coffee Shop

Serve food to diners at counter or from a steam table.

Sample of reported job titles: Cafe Server, Cafeteria Server, Cafeteria Worker, Food Server, Food Service Assistant, Food Service Worker, Line Server, Sandwich Artist, Server, Snack Bar Attendant (U.S. Department of Labor, O*NET, Attendants, Cafeteria, Food Concessions, and Coffee Shop, 2020c)

Bill and Account Collectors

Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; and keeping records of collection and status of accounts.

Sample of reported job titles: Account Representative, Accounts Receivable Specialist (AR Specialist), Collection Agent, Collection Specialist, Collector, Credit Clerk, Debt Collector, Patient Access Specialist, Patient Account Representative, Telephone Collector (U.S. Department of Labor, O*NET, Bill and Account Collectors, 2020d)

Cashiers

Receive and disburse money in establishments other than financial institutions. May use electronic scanners, cash registers, or related equipment. May process credit or debit card transactions and validate checks.

Sample of reported job titles: Cage Cashier, Cashier, Center Aisle Cashier, Central Aisle Cashier, Checker, Customer Assistant, Mutuel Clerk, Sales Associate, Toll Collector, Visitor Service Associate (U.S. Department of Labor, O*NET, Cashiers, 2020e)

Coin, Vending, and Amusement Machine Servicers and Repairers

Install, service, adjust, or repair coin, vending, or amusement machines including video games, juke boxes, pinball machines, or slot machines.

Sample of reported job titles: Cooler Deliverer, Field Service Technician, Fountain Vending Mechanic, Full Service Vending Driver, Refurbish Technician, Service Technician, Slot Technician, Vending Mechanic, Vending Service Technician, Vending Technician (U.S. Department of Labor, O*NET, Coin, Vending, and Amusement Machine Servicers and Repairers, 2020f)

Computer, Automated Teller, and Office Machine Repairers

Repair, maintain, or install computers, word processing systems, automated teller machines, and electronic office machines, such as duplicating and fax machines.

Sample of reported job titles: ATM Technician (Automated Teller Machine Technician), Computer Repair Technician, Computer Technician, Copier Technician, Customer Service Engineer, Field Engineer, Field Service Engineer, Field Service Technician, Field Technician, Service Technician (U.S. Department of Labor, O*NET, Computer, Automated Teller, and Office machine Repairers, 2020g)

Counter and Rental Clerks

Receive orders, generally in person, for repairs, rentals, and services. May describe available options, compute costs, and accept payment.

Sample of reported job titles: Counter Clerk, Counter Service Representative, Leasing Consultant, Rental Agent, Rental Associate, Rental Clerk, Rental Counter Clerk, Rental Sales Representative, Rentals Assistant, Video Clerk (U.S. Department of Labor, O*NET, Counter and Rental Clerks, 2020h)

First-Line Supervisors of Mechanics, Installers, and Repairers

Directly supervise and coordinate the activities of mechanics, installers, and repairers.

Sample of reported job titles: Crew Leader, Electrical Foreman, Facilities Manager, Facility Maintenance Supervisor, Maintenance Foreman, Maintenance Manager, Maintenance Planner, Maintenance Supervisor, Production Crew Supervisor, Superintendent (U.S. Department of Labor, O*NET, First-Line Supervisors of Mechanics, Installers, and Repairers, 2020i)

Food Service Managers

Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

Sample of reported job titles: Banquet Manager, Catering Manager, Food and Beverage Director, Food and Beverage Manager, Food Service Director, Food Service Manager, Food Service Supervisor, Kitchen Manager, Restaurant General Manager, Restaurant Manager (U.S. Department of Labor, O*NET, Food Service Managers, 2020j)

Gaming Change Persons and Booth Cashiers

Exchange coins, tokens, and chips for patrons' money. May issue payoffs and obtain customer's signature on receipt. May operate a booth in the slot machine area and furnish change persons with money bank at the start of the shift, or count and audit money in drawers.

Sample of reported job titles: Booth Cashier, Cage Cashier, Cashier, Casino Banker, Casino Cashier, Change Person, Slot Attendant, Slot Floor Person, Slot Technician, Vault Cashier (U.S. Department of Labor, O*NET, Gaming Change Persons and Booth Cashiers, 2020k)

Gaming Dealers

Operate table games. Stand or sit behind table and operate games of chance by dispensing the appropriate number of cards or blocks to players, or operating other gaming equipment.

Distribute winnings or collect players' money or chips. May compare the house's hand against players' hands.

Sample of reported job titles: Black Jack Dealer, Blackjack Dealer, Card Dealer, Casino Dealer, Dealer, Dual Rate Dealer, Games Dealer, Poker Dealer, Table Games Dealer, Twenty-One Dealer (U.S. Department of Labor, O*NET, Gaming Dealers, 2020I)

Gaming Supervisors

Supervise and coordinate activities of workers in assigned gaming areas. Circulate among tables and observe operations. Ensure that stations and games are covered for each shift. May explain and interpret operating rules of house to patrons. May plan and organize activities and services for guests in hotels/casinos. May address service complaints.

Sample of reported job titles: Casino Floorperson, Casino Shift Manager, Casino Supervisor, Floor Supervisor, Gaming Floor Supervisor, Pit Boss, Pit Supervisor, Shift Supervisor, Slot Shift Manager, Table Games Supervisor (U.S. Department of Labor, O*NET, Gaming Supervisors, 2020m)

Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop

Welcome patrons, seat them at tables or in lounge, and help ensure quality of facilities and service.

Sample of reported job titles: Buffet Hostess, General Teller, Greeter, Hospitality Coordinator, Host, Host Coordinator, Hostess, Seater (U.S. Department of Labor, O*NET, Hosts and Hostesses, Restaurants, Lounge, and Coffee Shop, 2020n)

Hotel, Motel, and Resort Desk Clerks

Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys or cards, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Sample of reported job titles: Desk Clerk, Front Desk Agent, Front Desk Associate, Front Desk Clerk, Front Desk Supervisor, Front Office Agent, Guest Service Agent, Guest Service Representative, Guest Services Agent (GSA), Night Auditor (U.S. Department of Labor, O*NET, Hotel, Motel, and Desk Clerks, 2020o)

Locksmiths and Safe Repairers

Repair and open locks; make keys; change locks and safe combinations; and install and repair safes.

Sample of reported job titles: Certified Master Locksmith (CML), Certified Master Safe Cracker, Certified Master Safecracker (CMS), Forensic Locksmith, Lock Technician, Locksmith, Registered Safe Technician (RST), Road Service Locksmith, Safe Technician, Vault Technician (U.S. Department of Labor, O*NET, Locksmiths and Safe Repairers, 2020p)

Lodging Managers

Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.

Sample of reported job titles: Bed and Breakfast Innkeeper, Front Desk Manager, Front Office Director, Front Office Manager, Guest Relations Manager, Guest Service Manager, Hotel Manager, Night Manager, Resort Manager, Rooms Director (U.S. Department of Labor, O*NET, Lodging Managers, 2020q)

Maids and Housekeeping Cleaners

Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels and hospitals, in a clean and orderly manner. Duties may include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

Sample of reported job titles: Breakfast and Room Attendant, Cottage Attendant, Environmental Services Aide, Environmental Services Worker, Housekeeper, Housekeeping, Housekeeping Aide, Housekeeping Laundry Worker, Room Attendant, Room Cleaner (U.S. Department of Labor, O*NET, Maids and Housekeeping Cleaners, 2020r)

Receptionists and Information Clerks

Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

Sample of reported job titles: Clerk Specialist, Community Liaison, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler, Senior Receptionist, Unit Assistant (U.S. Department of Labor, O*NET, Receptionists and Information Clerks, 2020s)

Reservation and Transportation Ticket Agents and Travel Clerks

Make and confirm reservations for transportation or lodging, or sell transportation tickets. May check baggage and direct passengers to designated concourse, pier, or track; deliver tickets, contact individuals and groups to inform them of package tours; or provide tourists with travel or transportation information.

Sample of reported job titles: Airline Ticket Agent, Airport Sales Agent, Customer Service Agent, Reservation Agent, Reservationist, Reservations Agent, Reservations and Ticketing Agent, Station Agent, Ticket Agent, Tour Sales Representative (U.S. Department of Labor, O*NET, Reservation and Transportation Ticket Agents and Travel Clerks, 2020t)

Ushers, Lobby Attendants, and Ticket Takers

Assist patrons at entertainment events by performing duties, such as collecting admission tickets and passes from patrons, assisting in finding seats, searching for lost articles, and locating such facilities as rest rooms and telephones.

Sample of reported job titles: Docent, Event Staff, Lobby Attendant, Ticket Attendant, Ticket Taker, Usher, Visitor Services Assistant, Visitor Services Associate, Visitor Services Representative, Visitor Services Specialist (U.S. Department of Labor, O*NET, Ushers, Lobby Attendants, and Ticket Takers, 2020u)

Waiters and Waitresses

Take orders and serve food and beverages to patrons at tables in dining establishment.

Sample of reported job titles: Banquet Server, Buffet Server, Cocktail Server, Food Runner, Food Server, Restaurant Server, Server, Waiter, Waitress, Waitstaff (U.S. Department of Labor, O*NET, Waiters and Waitresses, 2020v)

*Top Foundation Skills Required for Jobs in the
Hospitality, Leisure and Entertainment Sector*



Using information from O*NET job summaries, the following skills from the Foundation Skills Framework were identified as important skills for jobs in the hospitality, leisure, and entertainment sector.

Gaming Supervisors

Observes Critically

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

Listens with Understanding

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

Makes Decisions

Critical, creative, and reflective thinking skills needed to consider relevant facts and opinions, evaluate potential risks and benefits of various decisions, make a decision, and analyze its outcome

Demonstrates Self-Management Strategies

Skills and knowledge needed to understand how personal factors contribute to employability and how to manage time and tasks effectively

Speaks Clearly and Concisely

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

Food Service Managers

Demonstrates Self-Management Strategies

Skills and knowledge needed to understand how personal factors contribute to employability and how to manage time and tasks effectively

Speaks Clearly and Concisely

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

Observes Critically

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

Listens with Understanding

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

Reads with Understanding

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

Lodging Managers

Speaks Clearly and Concisely

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

Listens with Understanding

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

Reads with Understanding

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

Lifelong Learning

Core foundation skills that enable one to reach realistic learning and employment goals through lifelong learning opportunities; includes knowing how to learn, applying skills in new contexts, and anticipating and adapting to changes in the workplace

Writes Clearly and Concisely

Skills needed to communicate in writing work-related information and ideas for various audiences and purposes, such as to write accurate and complete messages, and complete documents or forms

Bill and Account Collectors

Writes Clearly and Concisely

Skills needed to communicate in writing work-related information and ideas for various audiences and purposes, such as to write accurate and complete messages, and complete documents or forms

Speaks Clearly and Concisely

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

Listens with Understanding

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

Reads with Understanding

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

Observes Critically

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

First-Line Supervisors of Mechanics, Installers, and Repairers

Observes Critically

Critical and reflective thinking and discrimination skills needed to notice, analyze, and respond to visual information, especially in irregular or unusual situations

Speaks Clearly and Concisely

Skills needed to express ideas and information orally in a clear and understandable manner while sustaining interest and attention

Listens with Understanding

Skills needed to comprehend, analyze, and interpret orally presented communications and directions on familiar and unfamiliar topics

Reads with Understanding

Skills needed to read and understand written work-related information, such as reading for various purposes - reading to complete a task, locate specific information, or critically analyze information

Demonstrates Self-Management Strategies

Skills and knowledge needed to understand how personal factors contribute to employability and how to manage time and tasks effectively

NOTE: All the information on pages 24-27 of this guide is taken verbatim from the Foundation Skills Framework Competency Lists (2016) accessed at http://www.paadultedresources.org/wp-content/uploads/2016/05/FSF-competency_list-12-18-17.pdf

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