

The hotel industry is expected to continue to have job openings for several years. Hotel opportunities vary with experience, and in some cases training for skill development can be paid for with public funds. For those job seekers with a strong work ethic and demonstrated customer service and communication skills, there is opportunity to move up in the hospitality sector and between the hotel, restaurant and retail industries.

Chicago Hotel Industry Facts:

- Nearly half of the jobs in the hotel industry are entry-level jobs and are accessible to workers without a high school diploma.
- The hotel industry is highly diverse with varied career paths and employs many women and minorities.
- Within Chicago, 85% of hotel jobs are found within the Loop and surrounding areas and near the airports, which makes them easily accessible via public transportation.
- Employers hire based on the demonstration of soft skills and reliability (customer service skills, English language proficiency, the ability to work with others and to communicate).
- Most hotel jobs fall into 3 divisions: rooms, food and beverage, and administration.

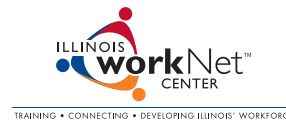
Chicago Hotel Career Information:

- Hotels have jobs ranging from van driver to accountant, from room attendant to front desk clerk, and from event coordinator to security officer.
- Salespeople and candidates with an interest in leadership will find many opportunities, and so will those with food and beverage experience.
- Food and Beverage represents approximately one-third of hotel industry jobs and is a great way to enter into the industry.

You may qualify for free education, training or other services to help you find a job in the hotel industry. Contact ServiceWorks or your provider to learn more.

ServiceWorks: (312) 494-9346

Provider Contact:



CHICAGO CAREERS

HOSPITALITY | HOTEL



HOTEL INDUSTRY

POSITIONS

Chef
Food and Beverage Director
Front Office Director
General Manager
Human Resources Director
Sales and Catering Director
Security Director

CAREER PATH

MANAGEMENT

\$35,000 PER YEAR
AND UP

SKILLS & KNOWLEDGE

Advanced Customer Service Skills
Bachelor's to Master's Degree
Business Management/Finance Experience
Human Resources Management Experience
Job Experience/Seniority
Leadership Skills
Operations/Sales and Marketing Experience

Assistant Engineer
Assistant Front Office Supervisor
Banquet Supervisor
Event Planner
Housekeeping Manager
Human Resources Coordinator
Kitchen Manager
Sous Chef

SKILLED

\$15 - \$18 PER HOUR

Advanced Customer Service Skills
Associate to Bachelor's Degree
Business Management Skills
Job Experience/Seniority
Operations/Budgeting Experience
Sales Experience
Supervisory Skills

Bell Captain
Housekeeping Inspector
Prep or Line Cook
Reservations/PBX Operator
Room Service Server
Sales and Catering Coordinator
Security

SEMI-SKILLED

\$9 - \$15 PER HOUR

Communication Skills
Computer Proficiency
Customer Service Skills
English Proficiency
GED/High School Diploma
Loss Prevention Knowledge

Bellman
Busser or Banquet Steward
House Person
Laundry Worker
Lobby Attendant
Room Attendant

ENTRY

\$8.25 - \$14 PER HOUR

Basic Customer Service Skills
Basic Math Skills
English Skills
GED/High School Diploma
Workplace Readiness and Reliability

SEE REVERSE SIDE FOR CONTACT INFORMATION TO SEE IF YOU QUALIFY FOR TRAINING.