



# Exploring Careers Through Routes

## Working and Learning in Hospitality

1. Calculate the VAT a customer will pay for their meal.
2. Collect data on customer complaints and produce a quarterly report for the kitchen manager.
3. Count and record stock in and out of the larder on a monthly basis to estimate costs for the next 12 months.
4. Conduct an annual staff survey for employee satisfaction and feed findings back to the management team.
5. Mix guests a selection of cocktails for a 21st birthday party.

1. Calculate the VAT (VAT) (percentages – calculating percentages of amounts)
2. Collect data (collecting data - data collection sheets; representing data - bar charts)

### Communication, all

1. Handle a face to face customer complaint and turn it into a good experience for the customer.
2. Email all staff in your hotel briefing them of the impending arrival of a celebrity and the implications for the business.
3. Attend a meeting to discuss guests arriving over the

rant's  
 review  
 from  
 different  
 sources  
 and  
 summarise  
 for  
 the  
 customer  
 services  
 manager.  
 5. Write

