

How to Succeed
in
Hotel Management
Job Interviews



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Foreword

I remember the days when I was a student of Hotel Management (1980–1983) at IHM, Kolkata. Those were days when there were very few Hotel/Hospitality Management colleges with limited options in teaching/learning resources. We as students and later as teachers have had to work very hard to collect resources to be effectively transferred to our students. At every step we felt the absence and thus, the need of quality, “ready to use” resources for students of Hotel/Hospitality Management in India.

Prof. Partho Pratim Seal’s book is an important step in that direction. Having worked together as colleagues and having seen his devotion and passion for teaching, I see the same reflected in this work. I hope and expect that the Hotel/Hospitality Management teaching/learning community will take full advantage of this book.

I wish him all success for this book and otherwise..!!

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The heavenly blessings of my father, the late Mr Sarat Kumar Seal and my mother, Mrs Anjali Seal, have been a source of divine inspiration to me.

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I would like to thank all my students who inspired me to look at things from their perspective and explore new dimensions in writing a comprehensive book.

Finally, I would like to thank God for all that I have been blessed with and I hope I will be able to give others as much as I have received.



Preface

An aspirant learner of hospitality chooses a career in hotel management hoping for a bright future in the field of hospitality. The hospitality industry has a dearth of quality manpower and is always in search of people. The various hotel management colleges, institutes, vocational institutions and even some universities, both in the government and private sector, offer hospitality courses at the intermediate, undergraduate, and post graduate level. Students are usually selected from these institutions through various recruitment programs held both on and off campus.

Students often have a problem when they have to prepare for campus interviews, as the latter involves a meticulous knowledge of their field of interest with both soft and hard skills. Individuals may be skilled but have problems in expressing themselves. Such students would be ignored in the interview process so it is necessary for all aspirants to have proficiency in language and the knowhow of expressing it.

Most of the books are prepared considering the various Indian syllabi and not for campus interviews, which require a brief but comprehensive knowledge about all the core subjects of hospitality as well as the basics of making it through an interview.

Utmost care has been taken to incorporate new trends and topics in the industry. Since the book incorporates a lot about hospitality some points may not have been considered as it is not a text book but a supplementary book for hospitality students facing interviews.

The book gives an overview of all the four major departments, namely, the front office, housekeeping, food production, and food and beverage

service. The book has five sections, four for the core subjects and a section for overall personality development.

The core subject sections have been divided into chapters. The chapter begins with a brief introduction about the topic discussed and is followed by questions and answers. The questions and answers are broadly based on those asked in campus interviews, but could also be a guide for students preparing for their respective examinations as that perspective has also been considered while preparing the text. Students are usually nervous and tense just before an interview. Considering this, general questions and answers have been added to familiarise students with the pattern of questions asked. A simple but very effective exercise is also included to relax a candidate just before appearing for the interview.