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Partnership

A day to experience work in a hotel

Many young people are interested in working in the diversified setting of a hotel. They hoped they could understand it more and to plan their future career. Twenty service users of our Shamshuipo East Happy Teens Club, Yuen Long District Youth Outreaching Social Work Team and CLAP for Youth @JC Career and Life Adventure Planning Service Team (Kowloon West) were invited by Eaton Hotel to experience a day of work in the hotel on 15 December 2016.

Staff of the hotel briefed them on the background of hotel business, the operations of various departments, different types of work duties and what the works are about. Participants then role-play in a simulated work setting, eg. dealing with complaints, baggage handling, table settings and mixing of beverages. The day completed with a site visit under the escort of hotel staff. They toured the guest rooms, bakery, restaurants, fitting centre, swimming pool and facilities for staff such as staff canteen and lounge.

This activity has greatly enabled young people to get to know about hotel business and some of them expressed their wish to enter into hospitality industry.



Participants learnt how to mix different beverages.



A visit to the guest rooms.

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