

# What is the Keystone of Career Success in the Hospitality Industry?





# Unique Qualities and Values



**Absolute  
Passion for  
People**



**Ethics/  
Morality**



**Optimism**



**Genuine  
Curiosity**



**Passion for  
Travel**



**Self-Discipline  
and Diligence**



# Believe it or not: Career Development and Transition Cases

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## Changing Industry

*From restaurants to the hotel*

## Changing Function within Hotel

*From F&B to Sales*

## Breaking the Glass Ceiling

*From line manager to GM*