

GUEST SERVICES AND OPERATIONS

Hilton

OPERATION: OPPORTUNITY

OUR MISSION IS YOUR SUCCESS

Did you know, Services Specialists in the Air Force operate more than 27,000 rooms at 89 locations worldwide? Their mission is to ensure the resilience of its Guests by providing a clean, comfortable room and guarantee a good night's rest and a pleasant stay. Sound very familiar? It should! Similarly, the Navy Food, Restaurant and Lodging community helps define the quality of everyday life for service members and their responsibilities include maintaining living quarters aboard ships and submarines, as well as managing shore-based motel- and hotel-type quarters for service members. Military Enlisted Aides share this mission, too. Collectively, this group of hospitality-trained professionals represent a talent pool to consider for roles in our Guest services, housekeeping, laundry, and other departments!

MILITARY HOSPITALITY TRAINING AND EXPERIENCE:

- Military Hospitality Specialists receive more than two months of initial, in-resident, comprehensive training. This challenging coursework is augmented by added years of on-the-job training to gain hands-on, real-world experiences at installations around the world.
- Over the span of a military career, hospitality specialists further develop and master their skills in real-world missions, earning industry certifications, and receiving relevant additional training in supervision, safety and sanitation while practicing their craft in places around the world.
- Many will even go on to pursue their career paths and further their professional development at leading hospitality schools or major in travel, tourism, restaurant and hospitality management. This unique combination of military training, operational experience, and formal education in hospitality make this talent pool ideal for Hilton!

CORE COMPETENCIES:

- Hotel & Restaurant Management
- Household Management/ Housekeeping
- Operate income-producing activities
- Establishing Resale Merchandise Pricing
- Upkeep and Preservation of Rooms
- Interpersonal Skills
- Administrative
- Managing Fitness Centers
- Accounting & Financial Recordkeeping
- Protocol
- Planning and Executing Social Events
- Scheduling and Time Management Safety and Security