

# Top 20 Personal attributes and skills

You can't really fake these -but you can learn them if you put your mind to it.

	<b>Attribute/Skill</b>	<b>Description</b>
1	<b>Reliability</b>	as simple as turning up to work on time!
2	<b>Commonsense</b>	taking a logical approach to tasks, thinking before you act, not being impulsive
3	<b>Initiative</b>	ability to make your own (informed) decisions when you're faced with a new situation - employers shouldn't need to spoon-feed you (but don't think you can't ask questions if you get stuck).
4	<b>Honesty</b>	being trustworthy, acting with integrity - employers look for employees who are going to give them straight answers and admit to mistakes, and who won't put their fingers in the till!
5	<b>Enthusiasm</b>	having a positive attitude and being motivated to work - act like you're enjoying yourself and you probably will!
6	<b>Commitment</b>	taking the responsibility of work seriously, turning up for your shifts, and being focused when you're on the clock
7	<b>Well-groomed appearance</b>	dressing neatly (polish those shoes!), ensuring you have clean hair and nails, practising good hygiene
8	<b>Positive self-esteem</b>	holding yourself confidently and having belief in your own worth
9	<b>Sense of humour</b>	ability to see the light side of things - while you shouldn't act the clown, don't take yourself too seriously
10	<b>Adaptability</b>	being flexible - every customer and every day is different!

<b>11</b>	<b>Loyalty</b>	respecting your employer and workmates, not bad-mouthing others, respecting confidentiality (such as not giving trade secrets to the competition)
<b>12</b>	<b>Customer service</b>	it's what hospitality is all about: attending to the needs and wants of customers - exceed their expectations
<b>13</b>	<b>Communication skills</b>	ability to communicate clearly with customers, workmates, and your employer, and to understand what it is each needs and wants
<b>14</b>	<b>Teamwork</b>	invariably you will need to be able to work as part of a team - in some positions, you will need the ability to lead
<b>15</b>	<b>Problem solving</b>	problems arise daily and need to be solved swiftly and to the satisfaction of your customer and employer
<b>16</b>	<b>Organisation and time management</b>	ability to plan, prioritise, and manage your time
<b>17</b>	<b>Ability to work under pressure</b>	ability to multi-task and work quickly in hospitality "peak hour" with a lot of activity happening around you
<b>18</b>	<b>Ability to learn</b>	no one expects you to know it all in the beginning - listen and learn, ask questions, and try not to make the same mistake twice
<b>19</b>	<b>Computer skills</b>	technology plays a bigger and bigger role in hospitality - in hotel receptions (reservations, check-ins, check-outs), on the restaurant floor and in kitchens (meal orders), and in the office (stock levels, financial reports)
<b>20</b>	<b>REMEMBER THE OTHER 19</b>	