

Hospitality Speaks!

My job, how I got it, and where I'm heading

Video Series Worksheet: Paul Paz - Waiter | **Answer Key**

1. What did Paul do before becoming a waiter? How old was he when he switched career paths?
Insurance industry, 43 years old
2. What's the difference between "service" and "hospitality"?
Service is a series of steps you complete and hospitality is the experience you provide for the guest
3. When he started his own business teaching service how many books did he write?
Two
4. What kinds of things does he need to know when working in a restaurant?
Product, operating systems and procedures, how to carry a tray, how to be on a stage
5. What kinds of intersecting job booths did he see at the Food Show?
Computers, food, cookware, delivery, distribution
6. What does emotional intelligence mean?
To understand nonverbal prompts and cues in order to read a situation, and connect with people
7. What kinds of things should you learn now for a career in hospitality?
Culinary, hospitality, business, English and writing, sociology and psychology, speech and theater
8. What Martin Luther King Jr. quote does Paul follow? "All labor that uplifts humanity should be done with painstaking _____ and _____."
Excellence, dignity
9. What does Paul want you to strive for?
Be the best version of yourself. Authentic, purpose, dignity, integrity, courage
10. Where was Paul's dad from?
Philippines

