Introduction to Careers in Hospitality and Tourism

Unit 3- Skills Needed for Customer Service

**Instructional Activity 4**

Do your personality traits = customer service?

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_ Period: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Personality traits are among the resources that can help you decide if a career in the hospitality industry is one for you. Evaluate your personality traits by placing a check in the blanks next to the statements that best describe you.

1. I like to work.
2. I only do things I like to do.
3. I am well mannered.
4. I like taking on responsibility.
5. Before offering help, I usually ask myself, “What is in it for me?”
6. I am almost always neat in appearance.
7. I am trustworthy.
8. I like to please people.
9. I am often late for school.
10. I’d rather watch TV after school than go to work.
11. I like to work ahead.
12. I brag a lot.
13. I usually arrive at school early.
14. I am sometimes impolite.
15. I accept criticism and try to make improvements.
16. I am sure of myself.
17. I am polite.
18. I don’t like being told what to do.
19. I believe telling a lie is sometimes better than telling the truth.
20. I do only what I have to do to get by.
21. I am almost always careful to do things right.
22. I am willing to work hard for what I want.
23. I am often unsure of myself and my decisions.
24. I am often sloppy about my appearance.
25. I ignore things I do not like.
26. I am always willing to help others.
27. I don’t believe that I should have to work too hard.
28. I need little supervision to get things done.
29. I am often impatient with others.
30. I have trouble following directions.

Identify the five traits from the list that are your best resources. Explain how these traits would be helpful in a career that involves customer service and working with people.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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What are three traits from the list that you need to change—these can be positive traits you need to develop or negative traits you need to adjust. Explain why changing each of these traits would be helpful in a career in customer service.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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