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Tourism and Hospitality Jobs: The Secret Career Boosters for Success in Any Industry!

The tourism and hospitality industry is not only about serving guests; it's a powerhouse for building valuable skills that can be applied across various careers. This research by [Dr Brigitte Stangl](#) and colleagues highlights how working in hospitality fosters a wide range of “transferable skills,” such as customer service, communication, problem-solving, and adaptability. These skills are increasingly relevant for the dynamic job market and sought after in fields beyond tourism—like finance, healthcare, and tech.



Despite perceptions of hospitality as low-skilled or temporary work, the industry provides essential training in areas that contribute to professional growth. With a high demand for skilled employees, this sector can transform how people view career-building opportunities, emphasizing how a start in hospitality can benefit careers in numerous fields.

EDITOR:

Dr Isabel Rodriguez



isabel.rodriguez@surrey.ac.uk

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Teodora Marinska,
COO European Travel Commission

About the funder

Travel embodies human connection, with hosts at the heart of unforgettable experiences. Despite digital advancements, the workforce behind European tourism often goes unnoticed. To address this, the European Travel Commission is reframing

tourism careers as pathways to skills like communication, teamwork, and problem solving. The European Year of Skills in 2023 highlighted these opportunities, and the ETC has taken action by funding this project exploring transferable skills in the tourism and hospitality industry.

UNLOCKING CAREER POTENTIAL IN HOSPITALITY: HOW TRANSFERABLE SKILLS MAKE THE SECTOR A STEPPINGSTONE TO SUCCESS ACROSS INDUSTRIES

Brigitte Stangl, Yu Li (Kevin), Emily Ma, Shi Xu (Tracy), Mai Alsaied

New research highlights that the tourism and hospitality industry is an excellent training ground for skills valued across multiple sectors. This study found that working in hospitality allows employees to develop crucial, transferable skills like empathy, teamwork, and customer focus, which are highly sought after in industries beyond hospitality, including finance, healthcare, and technology. Daily interactions with customers, the need to remain composed in high-pressure situations, and teamwork all contribute to employees' ability to communicate effectively, solve problems efficiently, and handle diverse scenarios with emotional intelligence.

These insights are especially relevant given the industry's current talent shortage. Reframing hospitality work as a pathway for comprehensive skill development could attract new talent, emphasizing the potential for professional growth. Individuals might see these roles not only as a means of income but as a steppingstone for broader career ambitions.

Highlighting the sector's capacity for skill-building and its alignment with long-term career success could appeal to career-focused individuals seeking to build versatile competencies. Employers, educators, and industry leaders can leverage these findings to shift perceptions of hospitality as a sector that supports dynamic career paths and attracts ambitious individuals seeking meaningful skill development.

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 @sbsatsurrey

 sbs@surrey.ac.uk

