



Should You Constantly Be On The Lookout For A New Job?

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Summary

In January 2020 the [U.S. Bureau of Labor Statistics](#) reported that the median number of years that wage and salary workers had been with their current employer was 4.3 years for men and 3.9 years for women. Many people stay at their job for many years hoping that it will lead to a promotion. If they leave it may be because of frustration that the promotion never comes, their salary isn't fulfilling financial obligations, and/or there's conflict with a colleague or supervisor on the job.

However, all that has changed in 2022. With an abundance of jobs opening up, there are many professionals who are on the lookout for the next opportunity to advance their careers. For them, longevity at one job, for one company, no longer holds the promise it once did. Therefore, they are constantly on the lookout for the next job.

There was a point in time, prior to the pandemic, when changing jobs often was something an HR manager or recruiter might frown upon. To them, it most likely indicated instability and therefore, you were overlooked as a potential candidate.

Such is not the case in today's job market.



Mark Bolino, director of management and international business at the University of Oklahoma, put it this way, “Usually, seeing someone’s resume with many jobs over a short period of time prompts you to ask why,” he said. “But the pandemic and the whole Great Resignation period offers an explanation to prospective managers. Previously, it didn’t matter if you had the desire to change jobs if a better alternative didn’t exist. But now, you have the ability to act on it.”


So . . . is constantly being on the hunt for a new job a good thing?

In our blog titled, *Map Out Your Career Path with These Five Steps*, one of the steps we mentioned was outlining the progression of your career. When you have a clear view of your target, it gives you a better understanding of how often you may need, or want, to change jobs (either internally or externally) to reach your final destination. For instance, if your goal is to obtain a position as the [Director of Human Resources](#) for a hotel chain, it may mean you start out working at the front desk. It will be a first step. Then you may continue with professional development or training to gain new skills needed to further your career along. As you’re pursuing those skills, even when you’re employed, you may be carefully keeping your eyes on the job market to see what opportunities may exist around the corner. You may discover one that provides you with the opportunity to implement what you’ve learned and take the next step up the career ladder.

Continually searching for opportunities (or “passive job hunting” as *Forbes* refers to it) puts you in the driver’s seat of your career. It helps you navigate change, take on new challenges, expand your network, and of course, may result in a better salary.

You may have heard others say, “It’s easier to find a job when you have a job.” Constantly being on the lookout for a new job, when you have a job, gives you leverage. It gives you more control (and possibly, more confidence) to negotiate a better position and a higher salary.

Keep in mind that just because you’re looking, doesn’t always mean you have to make a move. There’s a difference between keeping your eyes open for something better versus always changing jobs. And, searching for something better doesn’t mean you have to do all the heavy legwork. You could develop a relationship with a recruiter in the hospitality industry so that they can keep their eyes open for you. While you’re busy working at your current position, they can keep you apprised if something exciting opens up that meets your career goal(s).



Should you constantly be on the lookout for a new job? As stated earlier in this piece, a resume that shows you've changed jobs often doesn't hold the negative connotations it once did. Therefore, when you're looking for new opportunities that can advance your career, your answer to the question may be a resounding 'yes.'

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Map Out Your Career Path With These 5 Steps

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Summary

What do you want to be when you grow up?

It's a question you may have heard a lot in your youth, maybe when you were as young as 5 years old.


Yes, at an early age some folks actually do know the answer to this question and they pursue that dream as time marches on. For others, the answer is likely to change throughout their childhood and into their years as young adults.

No matter where you are in your career - either just getting started or transitioning from one direction to another - the question becomes, "How do I achieve my career goal?" One of the best ways to proceed is to create a clear path that leads you down the road to your success.

Here are five steps to consider when mapping out your career path:

1. What are your values?

What's important to you about the position you want, the people you want to work with, and the environment you want to be in on a daily basis? Knowing this helps you make choices that align with your values and those of the companies you work for. (NOTE: It is likely that, as you travel down the career path, you'll move either from one position to another internally or from one company to another until you've reached your final destination.)



2. Write down your strengths


Having a clear understanding of where you shine when it comes to your skills, talents and abilities, helps guide you down that career path. If you're a connector, someone who enjoys social interaction, then starting with a front desk or a sales position could be up your alley. However, if face-to-face interaction is not your strength, but you enjoy working with numbers, then you may be better suited for a back-office position in accounting.

3. What do you want to achieve

As you head down that path, what's your final goal? Do you want to climb the corporate ladder, start your own business, etc.? A clear sense of direction helps you stay focused so that you recognize, and are open to, opportunities that appear along the way. Don't let yourself get sidetracked into another direction if it isn't a stepping stone toward your ultimate goal. That said, this doesn't mean you can't shift if something feels out of alignment for you. Listen to your gut intuition.

4. Create a list of resources

These include networks of people in your life – from mentors, professors or coaches to alumni, co-workers and/or colleagues. Think about professional associations that you've been a member of or organizations where you've volunteered in the past. Then take advantage of those connections by scheduling information interviews (not job interviews) to gather details about certain professions, the paths these professionals took to get where they are, the plusses and minuses, etc. This should help you gain clarity about whether or not the career path you're taking is leading you where you want to go.



5. Outline the possible progression of your career

While your career may or may not progress in the exact way you've outlined, you'll, at the very least, have a clear view of the target. For instance, if your goal is to obtain a position as the Director of Human Resources for a hotel chain, it may mean you start out working at the front desk. It will be a first step, then you may continue with professional development or training to gain new skills needed to take the next step up the ladder. It may also mean lateral or forward moves within the company (or at a new company) to ultimately reach the position you've been dreaming of.

Dr. Seuss said, "You have brains in your head, you have feet in your shoes, you can steer yourself in any direction you choose." Map out your career path with the five steps highlighted above and start steering yourself in the direction you choose.

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4 Reasons Hospitality Employees Resign & How To Avoid Them

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Summary

In October 2021 the folks at QSRMagazine.com shared some statistics from a JobList survey report. The results of that survey revealed that only 42% of hospitality employees were satisfied with their jobs. Of those who left their hospitality jobs 25% indicated that they would not want to work in the industry again.

In an episode of the *Hospitality Today Live* video podcast, Pam Wynne, Director of Training and Recruitment with Ashfield Engage said, "They don't call it the 'the Great Resignation' for nothing." Some of the reasons she highlighted for the high levels of hospitality resignations included money, flexibility, job sustainability, or lack of loyalty (on the company's behalf). During the conversation Mark Marino, with GPS Destinations, added that employees who leave usually feel under appreciated.

Here are 4 reasons (and possible solutions) you can evaluate within your company:

1. Insufficient pay

When employees feel their pay is too low, they feel undervalued or, as Mark Marino suggested, under appreciated. This usually causes stress because, when it comes to meeting their financial obligations at home, they may barely be making ends meet. This alone can be a reason they decide to move onto greener pastures. Take a look at industry pay rates. Is your company in line with the current standard in the hospitality industry? The solution may not just be offering a more competitive salary. It may mean letting employees know there's room to grow perhaps in the form of bonuses, annual reviews for pay raises and benefits (see point #2), or promotions.

2. Little or no benefits package

If employees' benefit packages includes health insurance, paid time off, maternity leave, continuing education, etc., that may be enough to keep them happy when they feel their earnings are not satisfactory. However, if there's little or no benefits package, when compared to a competitor that offers a generous one, you may find employees giving their notice to step down.

Take time to review the benefits you currently offer employees and determine if there are any ways you can improve upon the package. You might even survey your current employees to see what they view as top priorities. Are they interested in workshops/seminars that help them learn new skills? Do they prefer PTO (paid time off) vs. vacation days?

3. Lack of schedule flexibility

Given the staffing shortage being experienced as the result of the pandemic, many hospitality and food service employees are being asked to work more and/or longer hours. That leaves them with little flexibility to take care of personal responsibilities outside of the workplace. For wait staff or housekeepers working remotely is not really an option so they need reassurance from their employer(s) that they can take time off for things like doctor appointments, family obligations, dropping their kids off or picking them up from school, etc.

One solution would be to allow for flexible schedules. Empower employees to choose the shifts they'd like to work or to trade shifts when they need to. In any job, it's important that employees have some "me time" to nurture themselves (and avoid burn out) or to change their schedules when personal commitments take priority. This is one step that may improve employee morale. Sometimes the terms and flexibility of their employment may be more important than the money.

4. Lack of loyalty on the employer's behalf

Some employees feel like their company has no heart. They may think, "If I resigned, no one would even miss me." What are you doing so that they feel included? Are communications open between managers, supervisors and their teams? You want employees to feel that, when sharing their ideas or concerns, their voices are heard. Give your team members a "seat at the table" by asking them what they want, offer them opportunities for growth, and let them know their input is welcomed. "Make them happy and they'll be advocates for the company. Touch their hearts and money won't always be the reason they leave," said Pam Wynne.

The pandemic has hit the hospitality industry hard, but employees can be loyal and resilient when they feel the company they work for truly appreciates their efforts. Rob Klitsch, director at UKG put it this way, "Hospitality and food service have always been people-centric industries that aim to deliver extraordinary guest experiences, helping customers create memories and celebrate joyous occasions. The employees who passionately dedicate their work to creating these moments for guests deserve a great experience behind-the-scenes as employees, too."

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Providing Your Team With Feedback: Five Dos And Don'ts

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Summary

Whether it's personally or professionally, most of us want to be appreciated and acknowledged! For those of you who are in managerial or supervisory positions, ensuring that your team(s) knows they're appreciated helps you retain those valuable employees over time.

However, there comes a time when, in addition to that positive feedback, you may need to convey some constructive criticism. And, constructive is the keyword here. Giving your employees input helps them grow while also contributing to your organization's success.

Four great reasons for delivering effective employee feedback are:

1. It boosts the levels of trust and communication between you and your team members.
2. It encourages the skills and talents that nurture their professional development.
3. It strengthens bonds between you and them as well as among one another.
4. It improves a team's overall performance toward reaching the company's pre-set goals.

Five Dos and Don'ts When Offering Feedback In an article on Inc.com, author Suzanne Lucas wrote, "Everybody tells you that your employees need [feedback](#), but what they don't tell you is that doing it wrong can be worse than not doing it at all." So here are some dos and don'ts to assist you along the way. **DO offer timely advice.** The best time to offer feedback is immediately or very soon after you see a need for something to shift. That gives your employee the time to incorporate your advice and take action on it.

DON'T wait until it's too late. If an event occurs that warrants feedback, but you wait until days (or weeks later) to bring it up, it may be a non-issue at that point. Your employee might even question why you didn't speak up sooner if it was something important.

DO present positive feedback. Even if the event had a negative impact, let the employee know what they could have done to improve upon the situation. Mistakes happen but can be learning tools. For instance, perhaps an employee forgets to accommodate a guest's special request. Rather than berate the employee for their forgetfulness, let them know what they could have done to make it up to the guest or offer tips to help them create reminders so they avoid the situation in the future.

DON'T raise your voice. Yelling at an employee just makes them feel small. Yes, it's possible that they made a big mistake, but take a deep breath before you speak up. Raising your voice may result in an argument with no resolution instead of a conversation toward a solution. **DO understand the reason you're giving feedback.** Is it to motivate the employee to reach a goal ... to resolve an issue with a guest ... to avoid mistakes in the future? Evaluating your reason ahead of time helps you be well prepared when you sit down for a conversation.

DON'T react impulsively. In the example where a guest's request was forgotten, snapping at your employee at the moment won't satisfy the guest's request. It only makes the employee feel worse. As suggested in "don't raise your voice," take a breath before you have a knee-jerk reaction. **DO make it a two-way conversation.** Yes, you're giving feedback, but your employee may have constructive input to share as well. Do your best not to dominate the conversation. Be sure they feel that your meeting is a two-way interaction – that they recognize their feedback is also welcome.

DON'T make employees feel small. You want your team to feel empowered to succeed. If they feel belittled, they'll shy away from 1) approaching you for feedback or 2) listening to feedback next time you offer it. Provide them with guidance and direction, not criticism and complaints.

Building a strong and positive rapport with your employees results in a concerted team effort toward reaching goals. When managers, supervisors, and employees feel heard and respected, it makes for a successful work environment. Creating trusted connections leads to an organization that everyone looks forward to contributing to.

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How To Show Your Emotional Intelligence On Your Resume And Why It's Important


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Summary

By teaching people to tune in to their emotions with intelligence and to expand their circles of caring, we can transform organizations from the inside out and make a positive difference in our world – Dr. Daniel Goleman, author of Emotional Intelligence: Why It Can Matter More Than IQ

As you navigate the job hunt, you may have noticed the rising importance of emotional intelligence, especially during the interview process. Dr. Daniel Goleman, an accomplished author on the subject, suggests that your emotional quotient (EQ) can be an indicator of success and fulfillment.


Employers and their HR teams are on the lookout not only for professionals who demonstrate specific skills but those who recognize and understand what their colleagues are going through emotionally. You may be self-aware, but are you good at monitoring your emotions along with those of the people you interact with? Are you a good listener who approaches others with empathy?



Are you a team player?

Emotional intelligence involves being someone who understands, collaborates, and communicates well with others. You take into consideration, “what is the best solution for everyone involved?”

This is particularly important in the hospitality industry when you’re expected to work on team projects, manage others, or be sensitive when interacting with guests. When it comes to completing your resume, you can demonstrate your EQ by considering the answers to these six questions:

1. Do you pick up on emotional cues from others? And if so, how do address them before they blow up into a problem within a company?
 2. Have you successfully managed deadlines and paid attention to detail?
 3. Can you show the measurable success that demonstrates how you increased productivity to meet a specific challenge such as a sales quota?
 4. How have you resolved conflict, decreased workplace stress, managed time, etc?
 5. How are your organizational skills? A key attribute of EQ is self-management so illustrate how you manage time and/or stress to stay focused.
 6. Do you have a flexible mindset? Explain how you’re able to adjust when receiving new information that may call for a shift in your approach to a project/goal.
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Therefore, avoid simply answering the above six questions with a 'yes,' 'no' or a descriptor like "good communicator." Convey how you've kept customers/team members engaged, managed deadlines, worked well with others, etc.

Describe specific situations at previous positions you've held – situations where you exhibited awareness of not only your emotions, but the emotions of others and how you nurtured healthy relationships with colleagues, supervisors, customers/clientele, guests, and/or vendors.



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For instance, have you successfully resolved conflicts with customers and achieved a positive outcome? In the hotel industry, you may have found yourself dealing with guests who arrive for check-in after a long, perhaps frustrating, day of travel. Were you able to convert a disgruntled guest into a happy, return customer? If so, how?

When you convey this in words on your resume, you're likely to pique the interest of potential employers. They'll be curious to discuss how your skills can translate into serving the needs of their company and its future success. Or, as Dr. Goleman said, how you can make a positive difference in the world.