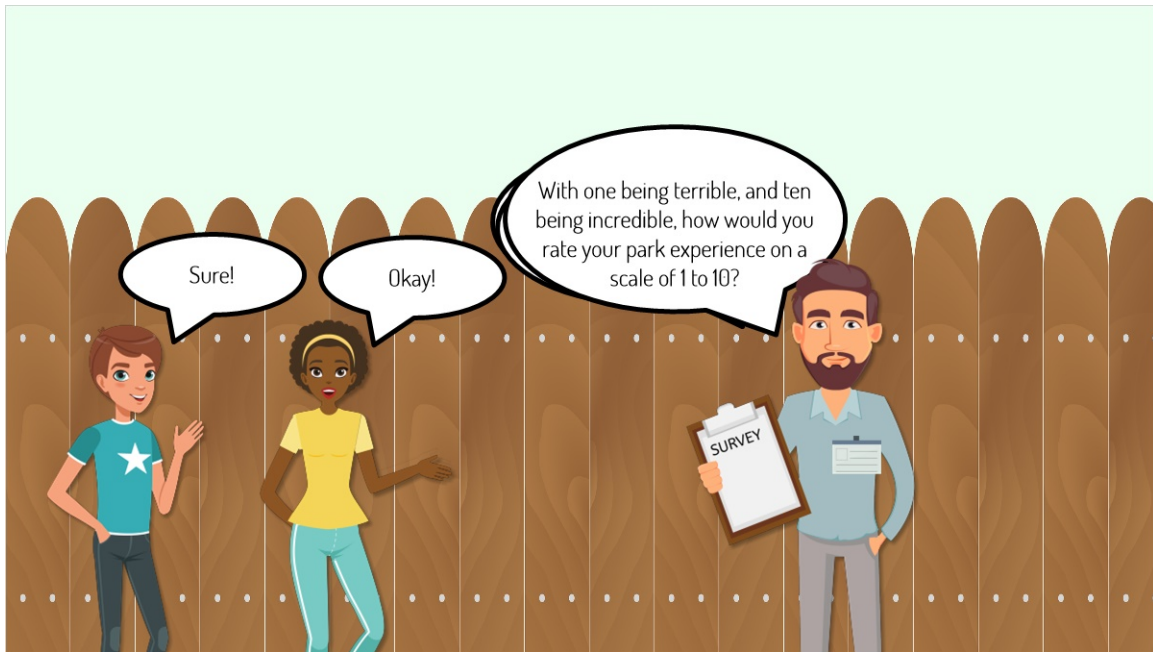


# Middle School Career Investigations

## Park Gate Introduction

### Meet Devon



**DEVON:** Excuse me, my name is Devon. I work for Commonwealth Cascades in the hospitality department. Do you have a few minutes to talk about your experience at the park today?

**CALEB:** Sure!

**MAKAYLA:** Okay!

**DEVON:** With one being terrible, and ten being incredible, how would you rate your park experience on a scale of 1 to 10?

# Middle School Career Investigations

## Park Gate Introduction

### Rating Experience



**MAKAYLA:** Oh, a 10 for sure!

**DEVON:** That's great! Is there anything you feel we could have done better?

**CALEB:** There were some rides that I wanted to ride twice, but the lines were too long.

**DEVON:** That's wonderful feedback. Those of us in hospitality and tourism want you to enjoy yourself.

**MAKAYLA:** So, your job is to make us happy?

**DEVON:** Yes...and no. Customer service is just one part of the Hospitality and Tourism Career Cluster.

**CALEB:** What else do people involved in hospitality and tourism do?

# Middle School Career Investigations

## Park Gate Introduction

### Career Cluster



## Introduction

Manage, market, and operate:

- Restaurants
- Lodging
- Attractions
- Recreation Events
- Travel Services

Work with customers directly or indirectly

**DEVON:** People working in hospitality and tourism connect people with the things that they want to do. People who work in the Hospitality and Tourism Career Cluster manage, market, and operate restaurants, hotel and resort lodging, attractions, recreation events, and travel-related services. Along the way, they work with customers directly or indirectly.