

Who should I refer to the ROAM program?

Not sure what kind of candidate is suitable for ROAM? Choose **Charli!**

Curious

Charlie likes eating, drinking and sleeping. More than that, they are interested in what a career would look like helping other people to eat, drink and sleep.

- ✓ Interest in accommodation and hospitality
- ✗ Disinterest in the sector, lifestyle factors preventing participation in the industry.

People-centric

Charlie is good at thinking about what others want and need. While they may not have honed their customer service skills, they have a willingness to learn.

- ✓ Manners, warmth, empathy
- ✗ Aloofness, rudeness, antisocial

Listens

Charlie is a sponge. They take things in and enjoy learning new skills.

- ✓ Eye contact, asks questions, open body language
- ✗ Lack of eye contact, monosyllabic responses, closed body language

Has a go

Charlie is willing to give things a go, even if they have zero experience. They'll feel the fear and do it anyway.

- ✓ Willingness to try, growth mindset, light heartedness
- ✗ Dismissive attitude, fixed mindset, rigidity

Asks, doesn't assume

Charlie doesn't think they know it all. They're willing to adopt a posture of humility, seeking guidance when necessary.

- ✓ Curiosity, humility, respect
- ✗ Apathy, arrogance, disrespect

Rolls with the punches

Charlie keeps going when things get tough. They try not to let criticism get them down, adapt when something isn't working, and pick themselves up when they fail.

- ✓ Enthusiasm, gratitude, carefreeness
- ✗ Track record of quitting, pessimism, someone who complains

