

How You Really Get Promoted in a Hotel

Let me show you the difference with a real example, one of the hundreds I've heard in interviews. Weak version: "I'm a great problem-solver and I work well under pressure." It says nothing — everyone says it, it can't be verified and it's forgotten in a minute. Version with the structure: "One night the system went down with twenty arrivals still pending (situation). I set up check-in on paper using the template we had prepared and organized the line so that nobody waited without being attended to (action). All twenty were in bed on time, without a single complaint, and the hotel adopted my template as protocol (result)." Same employee, same night: the first version is an opinion about you; the second is proof.

The three mistakes I always correct in this exercise: the achievement with no situation (without context there's no merit: was it hard, or was it just Tuesday?), the action in a vague plural ("we handled," "it was resolved" — what did YOU do?) and the result with no measure (always end with something verifiable: a number, a change that was adopted, a before and after).

And keep this: that structure isn't only for interviews. It's a mental habit — the professional who thinks about their weeks in terms of situation-action-result starts creating achievements on purpose instead of waiting for them to happen. Your track record from lesson 46 and your story from lesson 47 are the same muscle. Next, we turn it into a plan.