WHAT WE DO

The sourcing, recruitment and assessment of hospitality senior executives and middle management.

Industries served:
- Luxury hotels & resorts
- Gaming industry
- Private city and country clubs
- Spas & Wellness Centers
- Luxury cruise lines
- Upscale fine dining restaurants

Geography Served:
- North America (USA, Canada & Mexico)
- Central & South America
- Caribbean
- Europe
- Middle East
- Far East Asia
- Pacific Islands

Positions Served:
- All disciplines
- Corporate & senior executives
- Area and general managers
- Executive committee and department heads
- Culinary specialists

WHO WE ARE

- By design, we are a small firm and plan to remain so. It allows us to minimize our administrative and managerial tasks, while focusing our energies on meeting our Client's needs.
- Our team consists of international hotel professionals, who have worked on several continents with international chains and independent hotels, and who speak several languages to better communicate with both Client and Candidate.
- Being a small firm, our Clients know that searches will not be delegated to junior recruiters. Maintaining the quality of our work is very important to us.

OUR VISION

To build value for our Clients through the search and selection of highly effective hospitality professionals.

OUR MISSION

To be recognized & respected as the partner of choice to select hospitality Clients and Candidates using our values of high integrity, honesty and quality of service in executive placement, to the Client's bottom line profit.

A DIFFERENT GLOBAL SEARCH FIRM
WE ARE DIFFERENT

- Our Values: Discretion, Quality, Integrity, Ethics, Honesty & Empathy
- We do not approach current LHI placed candidates for new opportunities
- We do not present a resume without prior candidate briefing and approval
- We listen to all parties involved
- We offer opportunities that enhance a candidate’s career
- We focus our energies on meeting our Clients and Candidates needs
- Each Associate handles every Client’s search from start to finish
- We offer to meet with the Client when assigned a retained search
- We offer both Contingency and Retainer search options
- We are multi lingual and internationally experienced
- We specialize in servicing the luxury market

CANDIDATE INFORMATION

RELATIONSHIP WITH A SEARCH FIRM

- A little research before working with a recruiter is a good idea. What are their procedures, their philosophies? What is your comfort level with them?
- LHI is a contingency and retainer-based search firm. This means our clients are the hospitality companies that retain us to help them fill a position. We are paid a fee by our clients and do not “market” candidates for a fee. There is never a fee to you.
- We welcome your resume/CV. Because our assignments are Client brief driven, unless we have an assignment that fits your background, we are not going to be able to assist you immediately. You may be interviewed at a later date.
- Your resume must be professional, readable, informative, concise and grammatically correct. Focus on your accomplishments. Keep it simple, include dates (month & year for each position). Be honest about your schooling and degrees.
- Patience is important. Unfortunately, waiting may be necessary. Knowing that up front, will help you through the process. You should always know where they are sending your resume.
- No guarantee: Please understand that we operate based on specific Client Briefs. We are obliged to find the Candidate that specifically meets all or most of the job opportunity profile.

The following is the information we need to know from you to assist you and to assist our clients.

1. We need you to verify that the information on your resume is accurate. Specifically: dates of employment and college degree(s). If you are no longer working, your resume should state the date you left your last job (use “present” only if you are currently employed). Although a college degree may not be required for the position, our Clients verify if you graduated with a two or four-year degree. Your resume should say “BS” or “BA” only if you graduated.

2. Are you working with other recruiters or conducting your own job search? If you are, now is the time to tell us. We don’t want to duplicate anything another recruiter is doing. If you are entertaining other offers, we would like to know so that we may help coordinate our Client’s time frame. Keep us up-to-date throughout the process.
3. We will eventually ask you for at least three references should our Client be interested in you. We will call them and so will the Client. You should call them first and tell them to be prepared to hear from us.

4. When we arrange an interview with our Client, you should call us immediately following your interview. We need your feedback before we talk with our Clients. Call from the street if you have to, but you should call us as soon as you can so we can keep the process moving. (See our tips for a Successful Interview)

5. Do you think you will get a “counter-offer” from your company and be asked to stay? If this is a possibility, let's talk about it now. Let's discuss the pro's and con's and your long term career goals. We want to know we are sending you on an interview for a job that you are seriously interested in.

---

TIPS FOR A SUCCESSFUL INTERVIEW

Interviewing is a skill. It is one that you will hopefully never have to master, but it is one you do want to hone. Your education and experience alone generally will not get you a desirable position. You must be able to present yourself well in order for a company to want you to join their team. These tips alone will not get you the job, but they will help.

1. Be prepared to stay for a while, interviews can last over three hours in some cases. Make sure that you get a good night's sleep the night before your interview. Eat a healthy breakfast or lunch before your interview. An empty stomach that is grumbling will make you feel very uncomfortable during the interview.

2. Make sure that you have the name and number of the person you are meeting with before you leave for your interview. Also, be sure that you clearly understand the directions, time/date, name of the person to ask for, and location for the interview. If possible drive by the location a day or two ahead of time to be sure of the location and possible traffic issues. In addition, plan to arrive 10-15 minutes early. This will give you a few moments to wind down and gather your thoughts before the interview. You may also need to complete an application before meeting with your contact and you do not want to do this on the interviewers time.

3. Wear your best suit and don’t forget to shine your shoes. It is hard to go wrong with a suit. Hosiery/socks is a must for both men and women. Open toed shoes/sandals should never be worn to an interview. Unless requested to dress casual you should always dress as professional as possible. Shoes that are shined show attention to detail, some people do take notice of this. Ask someone who you trust to tell you honestly how you look.

4. Maintain appropriate eye contact. Sit up straight and try to stay relaxed. If you are nervous or shifting in your seat you will appear disinterested.

5. Bring a notebook and a copy of both your resume and references along with you; do not show up to the interview empty-handed. Take notes during your interview. An interview is your opportunity to learn about the company, you do not want to forget important points that you may want to cover in final interviews.

Contd...
6. Do your research so that you are prepared to talk about the company. Most companies have websites that are a wealth of information. Make references to the website, companies are proud of them and they want to hear from people who are using them. You can formulate questions for your interview based on the content of the website. Write these questions in your notebook so that you do not forget to ask them during the interview.

7. Try to prepare some questions about the company ahead of time. Also see some sample interview questions we have listed in this brochure. Be ready with the answers. It is important to be able to describe how you see yourself and how you think others see you.

8. Try to avoid discussing poor work experiences. At times you may have to discuss them, try to keep this short, the more you say the worse you will look to the potential employer. In the back of their mind they will be thinking that there are two sides to every story.

9. Know your resume. Read your resume before each interview. Expect to be questioned on the dates of employment as well as reasons for leaving positions. Carefully consider your explanations ahead of time. Know the facts and figures contained in your résumé. If you provide contrary information in your interview you will diminish your credibility.

10. Avoid foul, or off-color language and slang; it is not professional.

11. Avoid discussing personal issues, health issues, or family problems. It is not professional.

12. Express enthusiasm and interest in the company and the position. If you tell them that you do not enjoy a particular responsibility you will be losing ground fast. They are looking to hire someone who enjoys what they do. Make sure that the interviewer knows that you are passionate about what you do.

13. Avoid discussing compensation unless the interviewer brings it up. It is best kept until the end of an interview process. Although this is a very important subject you do not want seem more interested in the compensation than the position.

14. Ask for business cards from the people that you meet with so that you can write follow-up notes to thank them for the interview. Follow-up is extremely important, this can be the deciding factor between you and a candidate who does not send a thank you. Send these out as soon after the interview as possible, companies make decisions quickly in today’s job market. Email is an efficient tool for follow-up letters and it is perfectly acceptable. It is also important that you have someone proofread any correspondence before you send it.

15. Most Important, ask for the job! At the end of the interview thank the people you have met with and say something similar to this, “I am impressed with your organization and I would like to be a part of your team. What is the next step that I need to take to accomplish that goal?” This can be a difficult thing to say but it will show confidence and it will mean the difference between getting the position and coming in second place. Even if you are not interested in the company you should ask for the job anyway, it is important to keep your options open and it will make it easier to say at the next company you interview with, consider it practice.
INTERVIEW QUESTIONS

1. What are your greatest strengths and weaknesses? How do they affect your performance?
2. How do you go about influencing someone to accept your ideas?
3. How do you believe Supervisors and Subordinates should interact?
4. What do you consider to be your most significant accomplishment and why?
5. How hard do you work to achieve your objectives?
6. What is the most intellectually challenging thing you have ever done?
7. In your adult life what accomplishment has given you the most satisfaction?
8. What have been your greatest disappointments and how did you respond?
9. What are your personal long term and short-term goals? How do you prepare to meet them?
10. How important are details to you?
11. What do you do when you know you are right and someone else disagrees with you?
12. How do you work under pressure?

ETHICS

When dealing with LHI, we expect the following professional behavior:

- LHI works for you “Free of Charge”. We provide you with job opportunities, career suggestions and answer questions you may have regarding hotel companies you may be researching on your own.
- When reviewing your resume, always be truthful about your reason for leaving each job. We will help you explain it to our Client.
- All job opportunities we discuss with you must be kept confidential. Do not share it with any other recruiter or colleague. This could harm you if you do, as you will increase the number of applicants being submitted for the same position as word starts to get around in the industry.
- By enrolling in our proprietary LHI database, you give us permission to request, if we wish, a complete background report on you. We may also check all references with previous employers, schools and colleges. We will review your list of referees with you prior to calling them.
- All we expect is an honest and ethical relationship with you so that we can assist you with your career progression.