

## TRAVEL & TOURISM DVD FVS083

### General Information

Travel & Tourism Diploma website: [www.tandtdiploma.co.uk](http://www.tandtdiploma.co.uk)  
 GoSkills (Passenger Transport) [www.goskills.org](http://www.goskills.org)  
 People 1<sup>st</sup> [www.people1st.co.uk](http://www.people1st.co.uk)  
 Institute of Travel & Tourism [www.itt.co.uk](http://www.itt.co.uk)

### Earnings Guide

£ £10,000  
 ££ £20,000  
 £££ £30,000  
 ££££ £35,000+  
 £££££ £50,000+

### Airport Customer Service Host [M107]

Earning: £-££

Zoe (19) really enjoys working with the public at a regional airport though the shift system means she has to start very early. Most of her day is spent helping passengers. She may be meeting them off flights, tracing lost luggage, assisting at security checks or administering First Aid. She also undertakes daily H&S checks of public access areas at the airport and liaises with security. 5'45

#### Further information:

[www.bristolairport.com](http://www.bristolairport.com) Zoe's employer

[www.careersinpassengertransport.org](http://www.careersinpassengertransport.org) Careers in Passenger Transport

**Zoe's qualifications:** A level English, History and Maths

### Area Tourism Officer [M102]

Earning: £££

Nick (27) works for a public and private sector partnership that promotes tourism in Wiltshire. He advises visitor attractions, accommodation providers and leisure facilities on training and marketing opportunities and is responsible for updating and developing the Visit Wiltshire website. Much of his work is reactive so he needs to manage his time effectively and be well-organised. He talks about his career path to date and for the future. 5'10

#### Further information:

[www.visitwiltshire.co.uk](http://www.visitwiltshire.co.uk) Nick's employer

[www.lgcareers.com](http://www.lgcareers.com) Local Government Careers

**Nick's qualification:** BA Tourism Studies

### Tourist Attraction Co-ordinator [M89]

Earning: ££-£££

Angela (23) manages a team of hosts that looks after visitors at Madame Tussauds. She ensures everything is running smoothly in the attraction and visitors are gaining maximum enjoyment from the experience. It is a fun environment but the hosts need strong customer service skills and high energy levels. She talks about her career progression from working on cruise ships, and how she has gained training and promotions while working for Madame Tussauds. Recent courses include 'Diversity in the Workplace' and 'Staff Assessment'. 5'45

#### Further Information:

[www.madametussauds.com](http://www.madametussauds.com) Angela's employer

[www.people1st.co.uk](http://www.people1st.co.uk) People 1st

**Angela's qualification:** GCSEs

### Travel Agent [M127]

Earning: £-££

Tom (21) works for a high street travel agency and helps customers plan holidays. He needs a combination of good customer service skills and sales skills. He is encouraged to suggest helpful 'add-ons' to his sales, eg. pre-booking car hire or excursions which will increase the value of the booking. Holiday companies invite him on training courses and trips overseas to boost his awareness of their products. His administration responsibilities include checking on brochure stocks, issuing tickets and banking the money. 4'19

**Further information:**

[www.bathtravel.com](http://www.bathtravel.com) Tom's employer  
[www.abta.com](http://www.abta.com) The Travel Association

**Tom's qualifications:** A levels English and Drama

### Visitor Services Manager [M85]

Earning: ££-£££

Bex (27) works at Tyntesfield, an Edwardian property owned by the National Trust. It is her job to plan, market and organise an exciting programme of events that will increase visitor numbers to the property. As well as strong creative and organisational skills, she needs to have good customer service skills as she looks after visitors to Tyntesfield. She also needs maths and analytical skills for handling budgets and event evaluation. 5'01

**Further information:**

[www.ntjobs.org.uk](http://www.ntjobs.org.uk) Bex's employer  
[www.ccskills.org.uk](http://www.ccskills.org.uk) Creative & Cultural Skills

**Bex's qualification:** BA History

To see these and other related case studies please go to [www.Careers4u.tv](http://www.Careers4u.tv)

Wildlife Warden – Slimbridge WWT [M82]  
Facilities Manager – National Trust [M84]  
Events Administrator – Madame Tussauds [M88]  
Tourist Information Centre Assistant [M104]  
Training Officer - Airport [M108]  
Sales & Marketing Co-ordinator - Airport [M109]  
Assistant Innkeeper – [M95]  
Hotel Operations Manager – Premier Inn [M91]  
Travel Agent [127]  
Museum Visitor Services Assistant [119]