



# TRAVEL & TOURISM BRIDGING WORK



## Unit 3 Careers in Tourism Learning Outcome 1

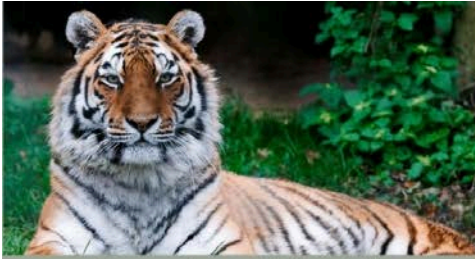
**Produce a Careers Guide on 3 jobs in the tourism industry using specific headings**

Learners must produce a careers guide/booklet, covering the sectors below and identifying **3 key job roles within each**. Using Canva, Powerpoint or Word.

<p>The guide/booklet must include these headings and information:</p>	<p>overview of the job role  entry requirements  specialist skills  expected salary  progression opportunities  one reference/weblink</p>
<p>All 3 Sectors</p>	<p>Choose <b>ONE</b> career to research and document</p>
<p>Accommodation</p>	<ul style="list-style-type: none"> <li>- Reception Desk</li> <li>- Concierge</li> <li>- Waitress</li> <li>- Restaurant Manager</li> <li>- Events Manager</li> <li>- Caravan Site Owner</li> <li>- Sales / Marketing Team</li> <li>- Spa /Pool / Treatments Manager</li> <li>- Guest Services</li> </ul>
<p>Travel Agent</p>	<ul style="list-style-type: none"> <li>- High Street Travel agents such as Hays, Tui</li> <li>- Call centre travel agents such as Kuoni, Expedia, Trailfinders.</li> <li>- Business Travel Agents</li> </ul>
<p>Visitor Attraction</p>	<ul style="list-style-type: none"> <li>- Entertainment parks – Flamingo Land – Zoo Keeper, Ride attendant, Ticket Office, Entertainer</li> <li>- Wildlife attractions – Chester Zoo, London Zoo, Flamingo land, Sealife Centre, Flamborough Rocks</li> <li>- Museums and art galleries – Scarborough Art Gallery, Rotunda Museum, National History Museum in London, British Museum, Imperial War Museum,</li> <li>- Unique built attractions. - Eden Camp, Alton Towers, Alpamare</li> <li>- Historical or heritage attractions – Scarborough Castle, Whitby Abbey, Sewerby Gardens and House.</li> </ul>

**Hand in Wednesday 3 September**

# Examples



## Over view of the job

Being a zoo keeper includes keeping animals enclosures clean, safe and comfortable, and secure. You also prepare and serve food to the animals as well as any other medication or treatments. You will also be required to keep an eye on the animals and observe if they are in any distress. Part of the job could also mean you get involved with other professionals such as vets and use your imagination to come up with enrichments for the animals



## expected salary

The average salary for a zoo keeper starts at around £14,000 a year to 16 and 25 for more experienced zoo keepers. As you go up the levels, specialist zoo keepers and head keepers could make salaries around £27,000 or more. It is also very common for this job to involve free volunteer work.

## Zoo keeper

### Entry requirements

To be a zoo keeper, you will have a better understanding of the job if you have a history with biology, animal care, psychology and others to do with animals such as animal care. You can also start as an apprentice with no experience and gain skills through the course. You will usually need 2 or 3 A-levels, including a science.



<https://nationalcareers.service.gov.uk/job-profiles/waiter>  
<https://www.prospects.ac.uk/jobs-and-work-experience/job-sectors/hospitality-and-events-management/hospitality-jobs>

### Progression opportunities

Being a zookeeper you can progress from anything to a team leader or even a head keeper. However, in larger zoos, wildlife parks or aquariums, you might need to relocate to work your way up into the higher positions. If you have a lot of experience and a degree, you could become a curator which could move you into education or conservation research.



### Specialist skills

Being a zookeeper, you'll need to have the ability to work well with others and in a team. You'll need good verbal communication with guests and other team members and a good knowledge of biology. Also, being patient and the ability to remain calm would increase your success. You may also be required to use a computer and other devices used for the care of animals. Another skill you may be required to have is confidence around animals and the ability to be patient and remain calm situations.

# TRAVEL AGENT- TUI

## Travel agents



### Job role

As a travel agent for TUI, your role is to work on-land in TUI stores with customers to help find the best destinations, hotels, flights and package holidays. This could be individual customers (both new and returning), businesses or larger groups to find the best deals. TUI run their own package holidays and many destination hotels across Europe so you will work around these when finding and researching.

### Progression opportunities

Depending on experience and time spent at the company, TUI may offer additional progression opportunities from a travel agent. With the correct experience, travel agents could progress onto roles like assistant or head manager of your store, branch manager or an operations director. Alternatively, this job could lead you onto other roles in the industry.

### Entry requirements

There aren't specific qualifications needed to become a travel agent, however, most companies, including TUI, ask for English and maths GCSEs and a good standard of education. In addition, you would be required to be fluent in English both written and spoken to make the customer service experience as smooth and enjoyable as possible

### Expected salary

Expected basic salary for a TUI travel agent is £12.04 an hour however, this depends on experience, location and how long you've been there for. It can be anywhere from £13k to £22k per year depending on these factors. However, they also offer extra perks alongside the job such as; holiday benefits/discounts, a pension scheme and options for future progression opportunities

### Specialist skills

In addition to specific entry requirements, TUI would also look for specialised skills that make you perfect for the job these could include:

- excellent customer service skills
- ability to communicate well verbally
- ability to sell products and services well
- active listening
- desire to help others
- be good at researching and finding great deals
- strong dedication and passion to help the customers
- ability to maintain priorities whilst getting all tasks done on time
- flexibility to work varied hours depending on shop opening hours

<https://nationalcareers.service.gov.uk/job-profiles/travel-agent#:~:text=Day%2Dto%2Dday%20tasks&text=help%20customers%20find%20a%20package.of%20changes%20like%20cancelled%20flights>

<https://careers.tuigroup.com/en/job/woking/retail-travel-advisor/2937/18576713088>

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# careers in events tourism manager

**Overview of the job role**  
plan, organise and run promotional, business and social events. Ensuring the target audience is engaged.

## Entry requirements

A degree is not required for this job but it would put you at an advantage. Especially relevant subjects such as event management and marketing. Employers are much more interested in your customer services skills, personal qualities and your experience in the role. You are expected to have 5 GCSE's or 2 A-levels.



### 1 specialist skills

Organisation skills and attention to detail are key to the role. Along with communication and interpersonal skills. When looking for prices off venues you need good negotiation skills to get the cheapest price. Along with this budgeting is important to ensure you have enough money to pay for everything. Project management experience would be a vital skill so you can easily take charge of a project and make it stress free.



### 2 Expected salary

Salary for entry level roles typically range from £18,000 - £22,000. with experience you can earn up to £25,000. managers can earn up to £40,000 however salary's depend on employer.

### 3 Progression opportunities

After being an events manager. You can choose a specific event that you would like to peruse such as a wedding event planner, association planner. If you don't want to move on to a specific event you could be an event specialist which focuses on large scale events for people with a more specialist role. A simple progression opportunity is moving up with the same company to something such as a general manager.