

TRANSITION WORK FOR TRAVEL & TOURISM - Unit 3 Careers in Travel and Tourism

Learning Outcome 1

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

Each page must have the following:

- overview of the job role.
- entry requirements
- specialist skills
- expected salary
- progression opportunities
- pictures, colours, subheadings

All 3 Sectors	Choose ONE Jobs to research and document
Accommodation	<ul style="list-style-type: none"> ▪ General Manager ▪ Reception Desk/Concierge or guest services ▪ Waitress or Restaurant Manager ▪ Events Manager ▪ Spa /Pool / Treatments Manager
Travel Agent	<ul style="list-style-type: none"> ▪ High Street Travel agents such as Hays, Tui ▪ Call centre travel agents such as Kuoni, Expedia, Trailfinders. ▪ Travel Counsellors
Visitor Attraction	<ul style="list-style-type: none"> ▪ Ride attendant at a theme park ▪ Zoo keeper at a wildlife attractions such as Chester Zoo, London Zoo, Flamingo land, Sealife Centre, Flamborough Rocks ▪ Visitor Assistant at Scarborough Castle, Whitby Abbey, Sewerby Gardens and House.
Helpful Websites: <ul style="list-style-type: none"> - National Career Service - GOV.UK - National Careers Service - Prospects.ac.uk - UCAS - BBC - Indeed - Youtube 	

Examples on the next page



Easy jet- cabin crew



Overview

Easy jet crew members are the "friendly faces" of airlines, responsible for ensuring passengers safety, security and comfort on every flight. Key responsibilities include preflight safety checks and disembarking, delivering exceptional customer service and managing in-flight services like duty free and catering sales. The role emphasises teamwork, customer focus and upholding easyJet's spirit of being positive and inclusive. No days are the same within this industry and you will have to get used to early starts, late finishes, working weekends and a mix of short-haul sectors.

Entry requirements

You must be over 18 and possess valid travel documents and a passport. For this job, you may also be required to move away from home as you need to live within a 90 minute commute to your base airport. There are also certain height restrictions, you need to be between 5.2 and 6.3. Passing a mandatory test is required which is the EASA cabin crew medical examination. Most airlines want you to have no visible tattoos or piercings, unless they can be discreetly covered. Lastly, you must be able to fit into an aircraft jump seat harness. The lap is 105cm and the shoulder to waist measurement is 157cm.

Progression opportunities

Easy jet progression opportunities are clear, structures and often faster than in many other customer service or travel roles. The airline promotes heavily from within so strong performance, reliability and the right attitude can move you up quickly. Some things that help you progress faster is having good sales performance. Flexibility with operational needs and consistently having good feedback from passengers. You can work your way up from cabin crew to cabin manager (usually after around 12-18 months) then to senior cabin manager to crew controller all the way up to recruitment, HR or customer experience teams.

Specialist skills

The main skill you need for this job is fluency in English and even having a second language is not required but it will be a great help. You are required to have the ability to swim 25 meters without stopping, this is in cases of emergencies. You need exceptional customer service skills as you are going to be welcoming passengers on board who need to feel safe and secure in your hands. You need to be able to work as a team and have decisive decision making. The ability to follow safety procedures precisely is also required. Active listening skills and empathy, especially when dealing with nervous or frustrated passengers will be very helpful. Overall, you need to be warm and friendly.

Expected salary

Easy jet convince a basic salary, sector pay and commission with recent agreements increasing earnings across the airline. Salaries vary on base location, experience, commission and flight hours and route lengths. The starting salary is approximately £22,000 annually. However, experienced crew earn from £35,000-£42,000. Commission and perks add on a 10% rate to your salary. Average reported salaries sit at around £18,000 per year depending on base, experience and flying hours.

Bibliography

- <https://careers.easyjet.com/en/career-areas/cabin-crew/> (accessed on 21st March 2024)
- <https://ajobs.co/career-guides/easyjet-career-guide/> (accessed on 22nd March 2024)
- <https://nationalcareers.service.gov.uk/job-profiles/cabin-crew>



THE JOB ROLE/OVERVIEW

The job role/overview of being a zoo keeper is the responsibility of taking care of the animals whether that's care, health or welfare. A zoo keeper is also in charge of ensuring that the animals whether they are in the zoo, aquarium or even the wildlife park are fed, cleaned and monitored. Onto of that zookeepers are also expected to make up enrichment's for the animals to keep them active and entertained. Not only that they are also expected to give the animals any medication they require. On top of taking care of the animals zookeepers are also expected and trained to be able to teach the public knowledge on the different animals who come to visit the zoo.

ZOO KEEPER: kayleigh Richardson

SKILLS NEEDED FOR THE JOB

to become a successful zookeeper you will need a combination of skills but some of the main things you will need is skills such as customer services, this is key due to the fact you will be working amounts a team and you will be dealing with a lot of visitors who come along to the zoo. Alongside that you will also need good social skills as you will have to communicate well with people. On top of that you will need to have good observation skills to be able to notice when an animal is acting out of character and to be able to treat it as quickly as possible

ENTRY REQUIREMENTS

To become a zookeeper there are certain requirements they tend to look out for such as, animal care. This is a big thing in which zoo look for as you will need to be able to know how to take care of the animals in a correct manner so then they can get the best care which they need, it also requires a good grade in biology this is key as it puts them at rest to know that you know how the animals body functions and how to help it in the right way. Moving on zoos tend to require a good experience in customer service as once again you will be working alongside a team and customers coming to visit the zoo. Finally, zoos tend to require some school GCSE results such as a level 3 qualification in animal management (for obvious reasons) or a relative field. However higher level roles may require a degree in zoology or a related science

PROGRESSION OPPORTUNITIES

Being a zookeeper can not only give you a job as a zookeeper but can also give you great experience so that you can get other jobs outside of a zoo. By being a zookeeper it allows you to develop your skills of working with animals and people so then you could get a higher paying job such as a promotion at the zoo like team leader or head keeper or if working in a larger zoo you may find that you get jobs in the aquarium or safari park (which may include relocating). Finally, it could even at you up wit other jobs outside the zoo such as hospitality or even becoming a vet if you wanted to work with animal care. Aswell as that there are many jobs outside of animal care such as hospitality as although you have the experience with animals you are also socialising with visitors.

EXPECTED SALARY

When being a zookeeper the expect salary may vary due to many different reasons. For example, where you live will pay a big part in your salary due to where the zoo is, what type of zookeeper you are such as you may be head keeper which entitles you to more money then the average. In the uk salary's also still vary depending on where you are located but typically the salary for a zookeeper ranges from £14,000 to £28,000 per year. The starting salary of a zookeeper tends to start of at around £14,000. However, those with more experience can earn up to around £16,000 and £25,000. Finally, we have the top of the chain keepers also known as the head keepers who tend to earn up to around £27,000 or more. To conclude to link back to the uk we have some real salary's which people are earning in different areas of the uk. For example, in York area (North Yorkshire) they earn a salary of around £24,420 per year. However in the south and the richer part of the uk known as London you will find that the salary in the south is much more generous and has a salary of around £27,225 per year (highest paying city)

- www.chesterzoo.com
- <https://www.flamingoland.com>
- www.knowsleysafaripark.com
- <https://www.londonzoo.com>