

TRAVEL

AIRPORT INFORMATION ASSISTANT

As an airport information assistant your job would be to help and support passengers in the airport terminal, dealing with requests for information and keeping passengers updated on changes to flights. Your duties would include directing passengers around the airport, for example to the right departure gate.



TOUR MANAGER

Tour Managers are responsible for organizing, planning and conducting long distance expeditions, travel, and tours for groups or individuals. They make sure that the travel runs smoothly from venue to venue without any issue. These professionals are required to confirm reservations and show times, and deal with venue managers, ticket agents and promoters. They also manage the schedules of the travel group and look after their finances.



CRUISE SHIP STEWARD

A cruise ship steward, or cabin steward, is a key part of the housekeeping staff on board a cruise ship, responsible for servicing the rooms of passengers on board the cruise ship and making sure they were cleaned to a good standard.



TRAIN CONDUCTOR

Train conductors are responsible for managing the crew and operations of passenger/freight trains. These conductors are also in charge of tasks which do not involve actual operation of the train, such as inspecting cars before departure to ensure that they are intact and functioning properly.



TRAIN STATION STAFF

Train station staff deal with customers and carry out duties on station platforms.



TRAVEL AGENT

Travel Agent is a person whose job it is to arrange travel for end clients (individuals, groups, corporations) on behalf of suppliers (hotels, airlines, car rentals, cruise lines, railways, travel insurance, package tours).

CHEF

Chefs and cooks prepare food in restaurants and other dining establishments. They supervise other culinary workers and oversee the running of a kitchen and, often, an entire dining establishment. Larger restaurants may have an executive chef responsible for the management of the kitchen.



HOTEL MANAGER

Hotel managers are responsible for managing employees and for planning, marketing, coordinating and administering hotel services such as catering and accommodation facilities.



HOTEL RECEPTIONIST

Hotel receptionists greet incoming guests and welcome them to the hotel. They confirm reservations, explain hotel amenities, give directions to rooms, and produce room keys. They also arrange for luggage to be brought to rooms upon request. Handle Guest Inquiries and Complaints.



HOTEL ROOM ATTENDANT/HOUSEKEEPER

A Room Attendant is a Housekeeper at a hotel or motel. In this job, your primary task is to keep rooms clean and sanitized while maintaining a friendly, professional attitude that is pleasing to the guests of the facility.



WAITING STAFF

Waiting staff work in restaurants, diners and bars or coffeehouses that serve food. They are responsible for ensuring that customers are completely satisfied with their visit from the moment they arrive until they pay and leave. Their duties vary with the type of establishment.



HOTEL RESERVATIONS ASSISTANT

Hotel reservation agents are responsible for keeping accurate records about customer bookings, payments, and any additional information that hotel staff might need when interacting with a guest. They might also use records to follow up with previous customers to encourage them to book another stay at the hotel.

RESTAURANT MANAGER

A restaurant manager is someone who is the 'face' of a restaurant and whose main responsibilities are to deal with customer service issues as well as to ensure that the food quality coming out of the kitchen is the best it can be.



KITCHEN ASSISTANT

Kitchen assistants are responsible for cleaning the kitchen, carrying out basic food preparation tasks, and ensuring that chefs have everything they need... Keeping the kitchen clean and following strict hygiene and health and safety rules is an important part of the work.



VISITOR ATTRACTION GENERAL MANAGER

Visitor attraction managers are responsible for managing all aspects of visitor attractions such as country estates, castles and other functioning attractions. Their job is to manage staff and resources and to make sure their visitors' trip is enjoyable while running the site at a profit.



OUTDOOR ACTIVITIES INSTRUCTOR

Outdoor Activities Instructors lead and supervise groups and individuals in the outdoors, ensuring their safety and teaching skills and techniques relevant to the particular activity being undertaken.



TOURIST GUIDE

Tour Guides are responsible for helping people to visit unfamiliar areas. They usually make special trips with groups of tourists in order to show them important places of cities. They may work in travel agencies or museums.



TOURIST INFORMATION CENTRE AGENT

Tourist information centre (TIC) assistants (sometimes known as visitor services assistants) help people visiting their area by providing information, making bookings, giving directions and answering queries. Their duties include selling tickets, for example for coaches, theatre performances, places to visit and sightseeing tours.



TOURISM OFFICER

A tourism officer works to develop and enhance the visitor facilities of a region and to stimulate tourism growth in order to produce economic benefits for a particular region or sites. They often work for local authorities but may also work within private companies or other public sector agencies.



THEME PARK WORKER/MANAGER

An amusement park manager has the responsibility of overseeing all of the park's daily operations such as ride maintenance, customer revenue, and park cleanliness. These managers typically work both indoors and outdoors where they run administrative duties and engage with staff and customers.



MUSEUM ASSISTANT

Museum assistants or visitor services assistants give information and help to visitors. They may also help set up exhibitions, clean displays, take entrance money and sell items in the museum shop.



AIRLINE CUSTOMER SERVICE AGENT

An airline customer service agent deals with passenger enquiries about flight departures and arrivals. Their duties include checking in passengers and giving seat numbers, telling passengers about luggage restrictions and providing boarding passes and luggage labels.



AIR CABIN CREW

Air cabin crews are the teams of in-flight personnel responsible for ensuring that all the passengers travelling with their airline have a safe and enjoyable flight experience. They also demonstrate safety procedures and serve food and drinks during the flight.



RESORT REPRESENTATIVE

A cruise ship steward, or cabin steward, is a key part of the housekeeping staff on board a cruise ship, responsible for servicing the rooms of passengers on board the cruise ship and making sure they were cleaned to a good standard.



EVENTS MANAGER

Event Managers perform tasks such as finding and booking venues, liaising with clients and suppliers, handling logistics, managing budgets and invoicing, organizing accreditation, managing risk, and presenting post-event reports.



HOTEL PORTER/CONCIERGE

A hotel porter welcomes guests, carries their luggage to and from their room and arranges various services such as taxis and restaurant bookings. They are sometimes referred to as a concierge, usually when at a senior level.



STREET FOOD TRADER

Street food traders run their own businesses, serving customers food and drink from a stall or van. You could work at a market, festival, tourist or street site.



TRAVEL & TOURISM



CAREER PATHS

HOSPITALITY



BTEC Tech Award Travel and Tourism

2022-23

A world map is shown in the background, with a magnifying glass focusing on the Middle East region. The title 'Why Travel and Tourism?' is overlaid on the map in a large, orange, sans-serif font.

Why Travel and Tourism?

Tourism is an ideal course for anyone with an interest in developing skills for work.

It's not just about tourism. We investigate business organisations and structures and how businesses can be successful.

We focus on customer service skills which are vital to any customer facing job in any industry.

Most of the course is independent research and presentation so you will need to be able to work independently on a computer.

Assessment

Travel and Tourism Organisations and Destinations

- internally assessed assignment(s)

Apply



Component 3

Customer Needs in Travel and Tourism

Aim: understand how organisations use market research within the travel and tourism industry

Assessment: internally assessed synoptic assignments

Weighting: 30% of total course

During Component 3 your students will:

- investigate how travel and tourism organisations use research to identify customer needs
- explore the range of products offered by travel and tourism organisations
- consider how organisations respond to market trends to meet customer needs
- plan a holiday to meet customer needs and preferences

The course is made up of three internally assessed assignments and one that's externally assessed.

explore, learn and build on previous knowledge. This allows students to explore and then apply what they have

Explore

Develop

Apply

A hand holding a magnifying glass over a world map. The map shows various countries and regions, with the magnifying glass focusing on the central part of the world. The background is a dark blue gradient.

What transferrable skills are developed when studying Travel and Tourism?

1. Working independently – organisation skills and ICT skills.
2. Learning about business organisations, structures and relationships
3. Map skills (locating destinations)
4. Understanding appeal of destinations and attractions and how businesses can increase their appeal.
5. Understand the skills needed to deliver customer service and the impact of good and bad customer service.

What do I need to know when considering this course?

The Iceberg Illusion

Success is an iceberg

SUCCESS!

WHAT PEOPLE SEE

WHAT PEOPLE DON'T SEE

Persistence

Failure

Sacrifice

Disappointment

Discipline

Hard work

Dedication

ATTENDANCE MATTERS

every student, every day

BTEC is not an easy option- what you put into your work is what you get back. Pupils who choose this course are prepared to put in the dedication and hard work to be successful. Some coursework units are quite lengthy, even more so than essays!

BTEC Tech Award Grade	GCSE Grade
L2 Distinction*	8/9
L2 Distinction	7
L2 Merit	5/6
L2 Pass	4
L1 Distinction	3
L1 Merit	2
L1 Pass	1

To do this course, you need to have good attendance. This could be the difference between a pass and a fail. Unlike exam-based courses, you are continually assessed throughout the two years. Missing out even one task from the component would result in a fail for the unit.



Enrichment

Case Studies

Looking at real-life businesses such as **Tui** and **Hays Travel** help pupils to understand how the classroom theory is put into practise within the Travel and Tourism industry.

This is particularly helpful within the exam unit.

Trips

Within the coursework units, we try* to get pupils to look at UK destinations and attractions. In the past, we have visited Looe as part of Component 1 and Dartmoor Zoo as part of later units.

*Unfortunately, over the last couple of years trips have been unable to run due to COVID-19 restrictions.

A magnifying glass is positioned over a map of the Mediterranean region, focusing on the area around the Black Sea and the Eastern Mediterranean. The map shows various countries including Turkey, Greece, and parts of the Middle East. The word "Contact" is written in a large, orange, sans-serif font across the center of the image.

Contact

If you have any questions after this evening,
please do contact me via email:

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