



Travel & Tourism

Job Information Sheet

What is travel & tourism?

Workers in the travel and tourism industry are concerned with helping people book and plan their holidays, trips, flights, etc and making sure they have a good time when they get to their destination.

Are there jobs for 16-19 year olds in travel?

At 16 or 17 most young people in Central London start off in the business as Travel, Tour or Airline Sales Consultants (see below) to train and gain experience. Options are greater for over 18s. The Travel industry is one in which young people can move on into jobs abroad, assistant management and management positions at a young age.

For jobs in the travel industry qualifications although important, are probably not as important, as having an outgoing personality and customer service experience.

Below is a selection of jobs that could be available to 16-19 year olds living in Central London.

A College or 6th form course?

If you are interested in going into travel & tourism, staying on in full-time education can be a good option. However, employers also regard work-experience as important and courses where you spend some time on a placement can really help when it comes to getting a job.

There are College courses at levels 1, 2 (GCSE equivalent level) and 3 (A Level equivalent), which help prepare young people for work in the travel industry.

Employers would normally expect applicants to be at level 2 (have qualifications such as a BTEC First Diploma in Travel and Tourism or good GCSEs) before being able to get a job. There are other more specialised courses for ticketing, resort reps and cabin crew that are available for 16-18 year olds in Central London.

You will normally need a couple of grade E GCSEs to enter level 1 and four grade Ds or a level 1 qualification to get onto a level 2 course. For level 3 (A Levels, BTEC National, etc) you usually need at least four C grades or a level 2 qualification.

For details on the vast range of education and training courses on offer throughout London go to www.mychoicelondon.co.uk

Jobs for 16-19 year olds in travel

- **Travel Agency, Tour Operator or Airline Sales Consultants** are the most common entry route into the industry. Sales consultants help customers book and plan holidays and trips, usually dealing with people face to face. The Job involves a lot of telephone and computer work, due to checking the availability of hotels, flights etc.
- **Foreign Exchange Sales Consultant** change customer's pounds sterling into the currency they need for their holiday money and change it back into pounds when they return.
- **Transfer Representatives** make sure that travel arrangements for holidaymakers run smoothly. This can mean dealing with any problems, such as lost luggage, and liaising with coach drivers, ferry staff and hotel staff. Often people move on from this to Holiday Representative. Some operators will employ over 18s, but over 20 is more common.
- **Airport Service Representatives** assist holidaymakers at the departure and check in at an airport. It is not impossible for over 18s to get a job as an Airport Service Representative, but companies tend to prefer applicants who are over 20.
- **Holiday Representatives** look after holidaymakers at a holiday resort, usually abroad, accompanying them from the airport to their accommodation. They are always available to answer questions, give advice or help with problems. Some operators will employ over 18s, but most will employ over 20s.

This information sheet covers jobs for 16-19 year olds in Central London. It does not cover graduate jobs or jobs that are rare in Central London. For details of the whole range of jobs in sport, leisure and travel go to www.connexions-direct.com/jobs4u/.

Live travel & tourism vacancies (on 1st September 2010)

The following vacancies are not included in other Job Information Sheets. Young people in Central London can search for the full range of job and training opportunities at www.mychoicelondon.co.uk/choicejobs. When this information sheet was published the following vacancies were available:

LOIS Ref	Vacancy	Organisation	Location	Notes
L12003038	Apprentice Customer Service	Travel Agent	Fulham	

Vacancies in red are new this month. To find out more about any of these vacancies either speak to your Personal Adviser or contact the nearest centre listed at the bottom of this page. If you do not live in any of the areas listed below you can find your local Connexions centre at: www.connexions-direct.com/index.cfm?go=localServices

Apprenticeships

Apprenticeships offer training to young people who want to learn while working. In addition to the vacancies listed above the following offer apprenticeships to young people who are not already working in the Industry:

Some holiday companies, such as **Thomas Cook** (www.thomascookjobs.co.uk) and **Thomson Holidays** (www.thomson.co.uk/jobs/apprenticeships/thomson-apprenticeships.html) run their own apprenticeship programmes.

For more information on apprenticeships go to www.apprenticeships.org.uk.

Other Vacancy Sites

Because employers recruit people of all ages many vacancies will not be on the Choice site (which is just for young people) but on the sites listed below. Many of the jobs listed are unlikely to be filled by 16-19 year olds, but those listed do occasionally have suitable opportunities:

<p>Springboard (www.springboard.org.uk)</p>	<p>Springboard are an organisation that promotes careers in hospitality, leisure & tourism and travel. Their website doesn't have vacancies as such, but does have a search facility whereby you can put in a sector followed by a sub sector and a job description and it will come up with a list of potential employers to try.</p>
<p>www.mytravelcareers.co.uk</p>	<p>Young people can fill in an application form for roles such as Travel Adviser and Holiday Money Adviser.</p>
<p>www.traveljobsearch.com</p>	
<p>www.thomascookjobs.co.uk</p>	
<p>www.careerdetails.co.uk/tui-uk-sales</p>	<p>Have a few non-apprenticeship jobs that are maybe suitable for those with good customer service experience.</p> <p>TUI are Thomson, Lunn Poly and Britannia (and will all soon be called Thomson). Applications can be currently made online for sales consultants and foreign exchange consultants at around a dozen shops all in South London.</p>
<p>British Airways (www.ba.com)</p>	<p>Can apply for vacancies such as Cabin Crew via website.</p>
<p>Easyjet (www.easyjet.com)</p>	