

Travel & Hospitality



90%
OF THE INDUSTRY
WORK FULL-TIME

**MORE THAN
218 MILLION**
PEOPLE USE AIRLINES
EVERY YEAR

332,700
PEOPLE WORK IN
THE PUBS, BARS
& NIGHTCLUBS
INDUSTRY

Imagine waking up in London, Amsterdam, Tokyo and Sydney all in the same week. No, it's not a TV show, it's a career in Travel. If you like to keep your feet on the ground and enjoy working face to face with new people every day, then perhaps Hospitality is for you. Let's have a closer look...

You ask us...

WHAT'S THE TRAVEL & HOSPITALITY SECTOR ALL ABOUT?

You can expect a varied, busy day in this sector; the majority of jobs in Travel and Hospitality involve being face to face with new people every day so customer service is very important. Of course, good hospitality brings tips, which means money in your pocket on top of your salary!

WHAT KIND OF SALARY CAN I EXPECT TO EARN?

In the Travel sector, salaries vary slightly depending on the company you work for; the major airlines and travel agents obviously offer more but there is more competition for jobs. The average starting salary is around **£11,000** for travel agents and **£14,000** for cabin crew. In the hospitality sector, a low basic salary is boosted by the tips factor; the starting salary is usually between **£10,000** and **£11,000** depending on your area of work.

WHAT KIND OF ENVIRONMENT WOULD I BE WORKING IN?

Again this varies on which sector you choose. Travel kind of speaks for itself; it's for those who enjoy living out of a suitcase and travelling the world. Travel agents tend to spend their time in an office helping customers, but do sometimes get out and about. Hospitality is divided into front and back of house; the front of house are your receptionists, bar and waiting staff, porters and supervisors, while back of house staff work in the kitchens and look after the hotel via cleaning, gardening and maintenance.

HOW DOES THIS SECTOR COMPARE TO OTHERS ACROSS THE COUNTRY?

9% of the UK workforce makes up this sector and it tends to be a bit more laid back because of the customer service aspect. More than half the workers in the Hospitality sector are between the ages of 16-28 and more than half of them work part time, combining work with their education and other interests. Travel is also popular, as everybody wants to go on holiday for a living! This whole sector is the fifth biggest contributor to the UK workforce.

WHERE IS THE WORK MOST CONCENTRATED?

This particular sector is found all over the country – wherever you see a hotel, pub, restaurant, café, travel agents or airport you are looking at the Travel and Hospitality industry. You will obviously find more work in the bigger city centres, where as airlines are based all over the world – don't be afraid to branch out and discover new places!



Careers Choices

Everybody needs a holiday at some point. Whether it's a far away tropical island, or a caravan in the Lake District, it's always nice to forget about everything and put your feet up. Whilst you are on holiday, you'll probably eat out at nice restaurants and your parents will enjoy a drink at the bar. Perhaps you flew to your destination and were served food and drink on the plane by a smiling cabin crew member. All these things that you enjoy are available as careers in the Travel and Hospitality industry.

It's by no means easy; you'll be challenged every day and will have to keep up to date with an ever changing industry. Not everybody takes to travelling or going out with a positive frame of mind (as I'm sure anybody whose sat near a baby on a plane will tell you) and complaints, questions and problems can present themselves at any time, so you will have to be prepared to adapt and troubleshoot to make sure your customers are happy. If you are a determined, focused, sociable person with great personnel skills and an eye for the creative then you won't have trouble finding a career in this sector; have a look below at some of the roles:

TRAVEL AGENT

All holidays have to start somewhere and it would be up to you help customers choose their perfect holiday. You will have to have a good knowledge of the world and the ever changing travel industry so that you can plan and book exactly what the customer wants. The starting salary varies between **£11,000** and **£14,000**.

CABIN CREW

With a uniform and a smile, you will be responsible for looking after the passengers travelling with you. This involves serving food and drinks, answering questions from the customers and giving advice and aid in tough situation. The perks speak for themselves, but as well as spending time in another country you can expect a starting salary of **£14,000 - £16,000**.

CATERING

If you have a flair for preparing delicious dishes and fantastic food, then this might be the career for you. The type of work you will be doing

depends on where you are based; you could be in a pub, a hotel, a restaurant – anywhere you can see a menu. Jamie Oliver started out in an apprenticeship and he's done alright for himself! You can expect to earn up to **£13,000** as an apprentice, but once you qualify it can vary depending on your location.

BAR & WAITING STAFF

Behind every good pub, restaurant, bistro and hotel lounge you'll find staff working hard to produce high quality service and products. This job is ideal for those who enjoy mingling and meeting new people and if you do well enough, expect good tips. This industry is ideal for young people as the average age for starters is between 15 and 18. The starting salary is quite low and does depend on your age, but the average for starters is around **£10,000**.

HOTELS & RESORTS

Do you ever wonder who puts the little mint on your pillow in a hotel? Or who decides which

meals you eat for dinner? This line of work has a variety of roles, from Receptionists and Porters to Booking Assistants and Maintenance. Customer service is a priority here, so always make sure you have a smile on your face! Salaries vary depending on the role, but starter's salaries range from **£10,000 to £13,000**.

Where to begin

APPRENTICESHIPS

This is probably the most popular route into this sector - It's where it all began for Jamie Oliver. The government are keen to help both starters and the currently employed to up-skill to match the requirements of their job. Last year, over 24,000 Level 2 starters began their apprenticeships, which at this level will result in either a BTEC, Diploma or NVQ. Here are some of the Apprenticeship Frameworks you can expect to see:

Hospitality Services • Food and Beverage Service •

Housekeeping • Front of House • Travel Services

ADVANCED APPRENTICESHIPS

This is the equivalent of an A level, but without sitting in a classroom studying. Like a regular Apprenticeship, it's suited to more practical fields of work and you earn as you complete your study. On completion you will receive a Level 3 award in the form of a BTEC, Diploma or NVQ.
Hospitality Supervision and Leadership • Hospitality Retail Outlet Supervision • Travel Services (Head Office, Field and Leisure & Business)

A-LEVELS

A-Levels are useful if you want to go on to university or study a foundation degree. Some A-levels you could take to get into this industry are listed below.

English Language • Maths • Travel and Tourism • Business Studies • IT

FOUNDATION DEGREES

A Foundation Degree gives you both an academic and hands on experience and they are a great as either a gateway to university or into the working world. Usually, Foundation Degrees take two years to complete (although they can take up to four if you do them part time) and you will find yourself learning at both the university campus and in the workplace. You can do a Foundation Degree in **Hospitality and Tourism Management**.

COLLEGE COURSES

These are another opportunity to get into this sector and you can find out which colleges provide the relevant courses at www.careersworld.co.uk.
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