



Career Seekers Direct
Career Management Services

Career Seekers Direct Focus On The Hospitality & Catering Industry

If you are a school or college leaver looking for a job who gets on well with other people and like variety and action, The Hospitality & Travel Sector could be ideal for you. It offers people with these skills a great career. If you have great customer service skills and want a career in an industry with plenty of variety, lots of entry-level opportunities and the chance of rapid progression a career in hospitality and travel could be what you are looking for.

There is also the opportunity to work with a range of employers from smaller to international businesses and scope to set up your own business, though would-be entrepreneurs are likely to be best off working in the industry to gain experience and understanding before striking out on their own.

This is an industry that offers opportunities to school leavers at both 16 and 18 as well as to graduates and those with postgraduate qualifications. Whether you want to start earning or work your way up or pursue higher education and relevant further study, you should be able to find a route into employment that will suit you.



What types of jobs are there in hospitality and travel?

The range of opportunities is vast, from desk-based sales roles at travel agencies to managing five-star hotels on the other side of the world. Here are some examples of career paths you could choose.

- **Adventure tourism.** If you fancy being paid to go kayaking, abseiling, caving or trekking, this could be the career for you. There is also a desk-based aspect to this area of work, as you could spend time researching and planning expeditions. Depending on the precise nature of your role, you'll need plenty of energy, excellent planning and organisational skills and a friendly, calm and confident personality.
- **Hotel management.** Big hotel groups often employ staff who specialise in areas such as finance, marketing and human resources, and rapid progression to higher managerial roles is often possible. There are overseas opportunities ranging from ski resorts to Caribbean island retreats, and accommodation may be provided as part of the job.
- **Restaurants.** Responsibilities for restaurant managers include planning shifts, overseeing standards of food, implementing health and safety procedures, and maintaining good service. Large restaurant chains are more likely to recruit staff into specialised roles. Some managers start as waiting or kitchen staff while others join after their A levels. Some big employers have structured training programmes that you can enter at different levels and that offer career progression from waiting roles to shift manager and assistant manager positions. If you want to join a management training scheme, you may need further or higher education qualifications in a relevant subject.
- **Bars, clubs and pubs.** You could start with an entry-level job serving customers and progress to a managerial role, or study for a relevant degree and join a graduate scheme. As a manager, your role could include working behind the bar, dealing with accounts and purchasing stock, as well as recruiting and training staff.
- **Events and conferences.** There are many different kinds of event that you could get involved in, from trade shows and careers fairs to research conferences and exhibitions. You could start work in a support role on the ground and progress to a senior event management role that calls for organisation



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and planning. You may be able to join the industry in a higher-level role if you have relevant higher education qualifications. Your employer could be a company or venue with its own event management team or a specialised agency, and you could be responsible for tasks such as booking venues, arranging accommodation and organising material for attendees to take away with them.

· **Travel agencies.** Travel agents sell holiday packages and help customers with travel arrangements. You can start work as a junior member of staff on the counter, working as a travel agency clerk or consultant, and progress to management roles. Alternatively, you may be able to get a place on a management training scheme, though competition is fierce and you are likely to need a degree.

The training programmes on offer from these hospitality and travel employers vary, so it's important to check the details. Some will employ and train those who have not yet achieved GCSE-level qualifications; others will require a minimum of 5 GCSE's.

Broadly speaking, employers in this sector value committed, hard-working employees who provide great customer service. If that's you, regardless of the level of qualifications with which you start work, you should find that there are opportunities for you to progress and develop your skills.



Who are the Top Employers in this sector nationally for school leavers?

- **Burger King.** The fast food chain has more than 13,000 restaurants around the world, many of which are run as franchise operations.
- **McDonald's Restaurants Limited.** This fast food chain has 85,000 employees in the UK.
- **Starwood Hotels** is a global high-end hotel company that recently merged with Marriott International to form an organisation that runs more than 6,000 hotels in more than 120 countries.
- **Travelodge.** This hotel chain has more than 500 hotels across the UK, Ireland and Spain, employing more than 10,000 staff.
- **TUI. TUI Group** is a leisure and tourism group that owns hotels, cruise lines, airlines and tour operators, including the UK-based tour operator Thomson.
- **Whitbread Group.** The UK's largest hotel, restaurant and coffee shop operator is the home of brands such as Costa Coffee and Premier Inn.

How do you know if a job in this industry is right for you? If you are choosing your first career or looking for a career change, our Career Compass Programme can help you see if you are a good 'career fit' for this industry and help you create an action plan to get a role.

Please contact Eva on 07901 517012 or email enquiries@careersseekersdirect.co.uk