

# UNIT 2

## CAREERS IN TOURISM & HOSPITALITY

Tourism sight

# STUDENT WORKBOOK

Developed by Institute of Technology, Tralee in conjunction  
with Irish Hospitality Institute

## Introduction

Hello and welcome to the student workbook which is designed to support your journey through the Tourism Insight online units. The Tourism Insight project is a joint initiative between the Irish Hospitality Institute, the Institute of Technology, Tralee & Fáilte Ireland. In unit one we introduced you to the world of Tourism and Hospitality in Ireland to help you understand the importance of the sector to Ireland, both as a source of revenue and as a way of presenting a positive image of the country abroad. However, this is a sector that needs staff, in fact a lot of staff. This unit aims to encourage you to consider if you might be interested in such a career and if so where might you find further information on education and career paths.

The learning outcomes for unit two are:

1. To reflect on your own skills and characteristics and consider if the sector might be a career for you
2. Familiarise you with a range of possible roles in the sector
3. Provide you with information on career and education pathways into the sector

## Using The Online resource and Workbook

This unit is intended to be worked through using a combination of the on-line resource and this workbook. Throughout the unit there are a number of activities that are intended to support your learning and you are therefore encouraged to actively engage in these activities.

### Navigating through the Online Unit

You can go forward by clicking on 'NEXT >' and backwards by clicking on '<PREV' on the bottom right hand corner.

Additionally there is a 'Menu' option in the top right-hand corner. Clicking on this gives you a drop down menu which allows you to select any of the pages that you wish.

There is also a 'Resources' option in the top right-hand corner. When you click on this it will provide you with a link to a PDF document.

Where required you will be directed to an activity in this workbook.

## Activity - Is it for me?

In this activity I want you take this mini-suitability test to get you thinking and see if you might like the tourism and hospitality sector. There is no right or wrong answers as such; just that some of the answers might indicate a suitability for the industry.

For example, are you someone who likes working in a fast paced workplace or where no two days are the same; are you someone who loves meeting people - even when some of the customers might strain your patience!

If you haven't considered that the Tourism and Hospitality sector before as a career option the test might give you food for thought and encourage you to explore the large range of possible careers and education options. When you have taken the test write the percentage score that you got in the box below. Briefly comment on what you thought of the score in terms of making you think about a possible career in the sector - might it be for you?

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## Activity - PLCs

Click on the link entitled 'Careers Portal' on the slide which will take you to a page on the website that specifically looks at Hospitality & Tourism Courses. Select a course by clicking on the name of the course; on the next page click on the link:



[Course Details](#) - from College Website

Select three course from three locations and answer the following:

Course Title: \_\_\_\_\_

College: \_\_\_\_\_

Course Code: \_\_\_\_\_

Fees (if provided): \_\_\_\_\_

Course Content: \_\_\_\_\_

\_\_\_\_\_

Course Title: \_\_\_\_\_

College: \_\_\_\_\_

Course Code: \_\_\_\_\_

Fees (if provided): \_\_\_\_\_

Course Content: \_\_\_\_\_

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Course Title: \_\_\_\_\_

College: \_\_\_\_\_

Course Code: \_\_\_\_\_

Fees (if provided): \_\_\_\_\_

Course Content: \_\_\_\_\_

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## Activity - CAO Entry

Please click on the link on screen to access the CAO courses by sector. As you will see there is a wide range of hospitality and tourism courses from level 6 higher certificate courses to level 7 ordinary and level 8 honours degrees.

In this activity I want you to answer the following questions:

1. How many Higher Education colleges offer a hospitality or tourism course? \_\_\_\_\_
2. How many colleges offer a level 6 higher cert course and what colleges are they? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What colleges offer a work based study option?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. Pick any course that interests you and click on the link to the relevant college to find out the following:
  - a. CAO Entry Points \_\_\_\_\_
  - b. Is there a work placement on the course? \_\_\_\_\_
  - c. List any five modules on the course?  
\_\_\_\_\_  
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\_\_\_\_\_

## Activity - Catriona's Story

After viewing the video complete the following:

- a) List some of various departments that Catriona has worked within a hotel?

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- b) What has going to college meant in terms of her career possibilities?

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- c) What type of skills does Catriona mention that make a good general manager of a hotel?

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- d) What advice does Catriona give for someone starting in the hospitality industry?

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- e) Having watched the video what do you think best describes the role of hotel general manager?

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## Activity - Dmitry's Story

After viewing the video complete the following:

- a) Dmitry progressed to executive chef by the age of 25, what three tips did he follow along the way?

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- b) Describe the types of things that he might have to do in his daily working life as an executive chef?

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- c) Dmitry mentions the importance of working as a team in the video; why do you think being a team player is important?

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- d) Why does Dmitry directly interact with his customers?

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- e) Having watched the video what do you think best describes the role of executive chef?

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## Activity - Muireann's Story

After viewing the video complete the following:

a) How did Muireann get started in the hospitality industry?

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b) What is Muireann's advice for what to do before getting involved in sales?

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c) Muireann mentions team work in the video; what are the benefits of working as part of a team?

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d) What are some of the other roles that Muireann mentions in the hospitality industry?

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e) Having watched the video what do you think best describes the role of director of sales and marketing?

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## Activity - Stephen's Story

After viewing the video complete the following:

- a) List some of various jobs that Stephen has held to date?

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- b) Describe the opportunities this career has given Stephen abroad?

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- c) What is Stephens's favourite part of his job?

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- d) Stephen mentions the importance of working as part of a team in the video; why do you think team work is important?

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- e) Having watched the video what do you think best describes the role of director of food and beverages?

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## Activity - Gerard's Story

After viewing the video complete the following:

- a) What was Gerard's favourite department to work in and why?

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- b) Gerard mentions having to balance work and study, list some ways you think this could be achieved?

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- c) What has going to college meant in terms of his career possibilities?

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- d) What skills does Gerard mention you need to be a good barman?

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- e) Having watched the video what do you think best describes the role of trainee manager?

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## Activity - Heather's Story

After viewing the video complete the following:

a) How did Heather get into the hotel industry?

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b) Describe the types of things that she might have to do in her daily working life as a receptionist?

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c) Where does Heather see her career progressing?

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d) List some of Heathers advice for people considering a career in tourism or hospitality?

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e) Having watched the video what do you think best describes the role of receptionist?

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## Activity - Ita's Story

After viewing the video complete the following:

- a) What are some of the challenges Ita faced when starting her job?

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- b) Describe the types of things that she might have to do in her daily working life as an accommodation supervisor?

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- c) Ita mentions the importance of developing relationships with customers, what do you think the benefits of this are?

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- d) What path does Ita see her career progressing towards?

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- e) Having watched the video what do you think best describes the role of accommodation supervisor?

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## Activity - Seán's Story

After viewing the video complete the following:

a) Why was Seán interested in becoming a barista?

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b) What does Seán love about this industry?

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c) How does Seán see his career progressing?

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d) What advice does Sean give for a career in the hospitality industry?

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e) Having watched the video what do you think best describes the role of barista?

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## Activity - Sarah's Story

After viewing the video complete the following:

a) Discuss how Sarah started in the hospitality industry?

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b) What kind of things has Sarah learned from other students in college?

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c) What has going to college meant in terms of her career possibilities?

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d) Describe the types of things that she might have to do in her daily working life as an events coordinator?

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e) Having watched the video what do you think best describes the role of events coordinator?

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## Activity - Lee's Story

After viewing the video complete the following:

a) List some of various jobs that Lee has held to date?

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b) What does BookABed do?

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c) Describe the types of things that he might have to do in his daily working life as a Travel Agent?

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d) Lee mentions how being in the travel industry has opened many doors; why do you think this is?

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e) Having watched the video what do you think best describes the role of Travel Agent?

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## Activity - Lisa's Story

After viewing the video complete the following:

a) How did Lisa get into the tourism industry?

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b) Describe the types of things that she might have to do in her daily working life as a tour operator?

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c) What are some of the benefits of being a Tour Operator?

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d) Why is it important that Abbey Travel is part of the ITAA?

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e) Having watched the video what do you think best describes the role of Tour Manager?

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## Activity - Martin's Story

After viewing the video complete the following:

a) How did Martin start in the hotel industry?

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b) Describe the types of things that Martin enjoyed about going to college?

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c) Describe the types of things that he might have to do in his daily working life as a general manager?

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d) Martin gives some advice for anyone seeking a career in hospitality, discuss?

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e) Having watched the video what do you think best describes the role of general hotel manager?

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Well done on completing unit two. Remember that this unit is only intended as a 'taster' into the range of possible careers in the Tourism and Hospitality industry. Keep yourself informed, talk to people in the industry, check out relevant websites such as [www.failteireland.ie](http://www.failteireland.ie) or [www.tourismireland.com](http://www.tourismireland.com); you might consider taking a part-time job; all of these will help you decide if such a career is for you.