

Possible careers

The travel and tourism industry is a sector that offers a wide variety of jobs, from tourist information centres to transportation, from hotels and restaurants to tour operators and travel agencies. It is a lively and quite recent sector that is always looking at new generations for dynamic people interested in jobs that want to enlarge their horizons and open their minds to the whole world.

If you feel you are not so communicative there are opportunities in the administrative sector: back office jobs may be very interesting as well because you have to work in a team

with foreign people practising foreign languages.

Unfortunately, most of jobs offered at the beginning of your professional life are seasonal, but these work experiences contribute to gain the skills, competences and references that improve your curriculum. A high school diploma is necessary to get a job. Computer, sports, foreign languages and accountancy certifications are an asset when applying for a job in the field of tourism.

Here you will find some features of the most important jobs in the world of tourism.

Travel agent

Main duties

- sell tours and packages
- help customers in the choice of the destination
- sell tickets (transportation, events, excursions, sightseeing trips)
- give advice on weather conditions, customs regulations, currency exchange rate, visa and vaccinations
- take bookings for ancillary services
- provide customers with tickets and vouchers
- manage accountancy

Main skills required

- good knowledge of foreign languages
- computer literacy
- communication
- be alert and perceptive
- organisation
- precision

Tour operator

Main duties

- organise holiday packages
- visit resorts to test accommodation quality
- contact service providers (coach operators, airlines, hotels ...)
- produce brochures
- make contracts with providers
- collect and evaluate customers' feedback
- sell and organise excursions
- sell car hire and other services
- respond to clients' requests
- solve customers' problems
- check hotel standards and safety procedures

Main skills required

- good knowledge of foreign languages
- computer literacy
- excellent interpersonal skills
- organisation
- knowledge of key holiday destinations
- communication skills
- enthusiasm
- flexibility
- energetic personality
- organisation
- problem solving

Assistant at a tourist information centre

Main duties

- provide information about attractions, accommodation and transport in the city/region
- help visitors to find solutions (restaurants, accommodation ...)
- deal with public
- hand out maps
- sell tickets (sightseeing tours/events) and souvenirs

Main skills required

- communication
- deep knowledge of the area
- computer literacy
- fluency in at least one foreign language
- team working
- patience

At the airport

Flight attendant

Main duties

- look after passengers and their needs
- serve meals
- manage emergency procedures
- make announcements
- give information about the flight
- sell duty-free items

Main skills required

- speak clearly
- excellent knowledge of spoken English
- excellent health
- good team working abilities
- good manners
- deep knowledge of the aircraft emergency equipment
- knowledge of first aid procedures

Ground steward/stewardess

- make announcements
- give information about airport services
- give information about flights
- look after passengers with special needs

- speak clearly
- excellent knowledge of English
- good team working abilities
- good manners
- deep knowledge of the airport services
- patience

Hotel jobs

1. Front desk

Receptionist

Main duties

- welcome guests
- take bookings and phone calls
- manage check-in and check-out procedures
- deal with complaints
- give information
- manage payments

Main skills required

- good manners and communication
- knowledge of foreign languages
- patience
- organisation
- excellence at working in a team
- precision

Concierge

- look after customers' luggage and cars
- call taxis
- take and deliver massages
- make reservations for tours
- assist guests with a variety of needs (entertainment, transport, local services)

- communication
- good manners
- knowledge of foreign languages
- good knowledge of things to do locally
- ability to handle multiple requests

Porter

- carry guests' luggage to their rooms
- escort customers to their rooms

- communication
- basic knowledge of English
- enjoy working with people
- able to cope with the physical demands of the job

2. Back office

Administrative staff

Main duties

- manage bills and accounts
- deal with complaints

Main skills required

- knowledge of foreign languages
- precision
- reliability
- computer literacy

3. Accommodation sector

Chambermaids and Room attendants

Main duties

- tidy up the room
- clean the room
- change towels and sheets
- check minibar
- pay attention to customers' needs

Main skills required

- good manners
- basic knowledge of a foreign language
- patience
- organisation
- precision

4. Food and Beverage

Cook	Main duties <ul style="list-style-type: none"> ■ inspect food preparation ■ cook food ■ portion, arrange and garnish food ■ coordinate and supervise work of kitchen staff ■ plan and price menu items 	Main skills required <ul style="list-style-type: none"> ■ communication ■ team working ■ precision ■ active listening ■ instructing ■ coordination
Waiter/ Waitress	<ul style="list-style-type: none"> ■ take orders from customers for food or beverages ■ serve food and/or beverages to customers ■ listen actively and create a good atmosphere ■ collect payments from customers 	<ul style="list-style-type: none"> ■ good knowledge of foreign languages ■ good team working abilities ■ body coordination ■ oral comprehension ■ speech clarity
Barman	<ul style="list-style-type: none"> ■ take orders ■ collect money ■ clean glasses, utensils, work areas, and tables ■ serve snacks and drinks to customers ■ listen actively and create a good atmosphere 	<ul style="list-style-type: none"> ■ good knowledge of foreign languages ■ excellence at working in a team ■ communication ■ manual dexterity

5. Entertainer

	Main duties <ul style="list-style-type: none"> ■ organise and run daytime and evening entertainment programme ■ communicate with guests ■ take part in evening shows ■ check guests' satisfaction 	Main skills required <ul style="list-style-type: none"> ■ high knowledge of foreign languages ■ good team working abilities ■ good health ■ high motivation ■ excellent communication
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Tour guides

Sightseeing	Main duties <ul style="list-style-type: none"> ■ take charge of a group ■ illustrate the main features (geography, history, art) of the area ■ deal with problems ■ offer solutions ■ give information ■ manage medical emergencies 	Main skills required <ul style="list-style-type: none"> ■ good manners ■ interest for people ■ patience ■ organisation ■ public speaking using foreign languages ■ deep knowledge of the cultural heritage of the area
Museum	<ul style="list-style-type: none"> ■ guide groups or individuals around a museum or a temporary exhibition 	<ul style="list-style-type: none"> ■ communication ■ patience ■ good knowledge of foreign languages ■ public speaking ■ excellent knowledge of the artists and works of art exhibited
Adventure	<ul style="list-style-type: none"> ■ take charge of a group ■ manage changes to the activity ■ escort activity holidays ■ deal with problems ■ manage medical and general emergencies 	<ul style="list-style-type: none"> ■ excellent knowledge of English language and basic knowledge of the local language ■ excellent health ■ highly specialisation in the area ■ organisation ■ patience ■ knowledge of first aid procedures

■ New careers in tourism

We are entering a new era of global tourism: nowadays, tourists want different things compared to the past; they want a sense of adventure, they want to experience something new, they want culture and authenticity. They are more sustainability-conscious and now travel more ethically than ever before.

Moreover, the 2020 pandemic has changed the face of the industry like nothing before, changing cleanliness standards, crowding and the use of technology for ever.

For these reasons, in the post-COVID world, some jobs are not as important anymore, but there is a whole new set of emerging job opportunities.

	Main duties	Main skills required
Travel Insurance Agent	<ul style="list-style-type: none"> ■ provide financial protection for travellers and their flights, trips, hotels, cruises, car rentals, or entire vacation packages ■ introduce clients to all relevant products ■ help clients to select the policy that meets their specific requirements ■ make sure every customer finds their perfect fit ■ respond quickly and professionally to all incoming enquiries ■ listening carefully to clients' needs ■ grant clients' privacy ■ upload and protect customers' records accurately 	<ul style="list-style-type: none"> ■ sales skills ■ customer service experience ■ computer literacy ■ knowledge of a variety of products ■ team working ■ organisational skills ■ administrative skills ■ communication skills
Influencer marketer Examples: ghost writer, social media manager, virtual assistant	<ul style="list-style-type: none"> ■ develop marketing strategies and creative campaigns ■ keep updated on emerging trends, technologies and influencers 	<ul style="list-style-type: none"> ■ determination ■ verbal and written communication skills ■ knowledge of social media marketing industry ■ computer and technology skills ■ good level of education ■ teamwork ■ networking attitude
Sustainability consultant	<ul style="list-style-type: none"> ■ undertake research for major organisations ■ cooperate with local organisations for the promotion of sustainable tourist attractions ■ find and suggest sustainable destinations to tour operators ■ select attractions and destinations ■ evaluate the grade of sustainability of attractions and destinations ■ evaluate the impact of tourism on local communities and eco-systems 	<ul style="list-style-type: none"> ■ communication skills ■ computer and technology skills ■ use of press releases, social media and digital marketing ■ knowledge of national environmental laws and local sustainability policies and regulations ■ positive attitude

	Main duties	Main skills required
Ecotourism jobs (in protected areas, guiding and certification fields)	<ul style="list-style-type: none"> ■ cooperate with organisations dealing with the protection and preservation of wildlife ■ accompany tourists to protected natural areas ■ organise fund-raising campaigns ■ manage websites and social media ■ prepare management plans ■ plan communication activities ■ get press and media attention ■ engage audiences on social media ■ deliver campaigns ■ write blogs ■ produce podcasts ■ get press and media coverage for projects 	<ul style="list-style-type: none"> ■ awareness of reasons for habitat management ■ ability to understand the need for site surveying ■ data collection ■ management skills ■ deep knowledge of wildlife science ■ knowledge of habitat restoration ■ verbal and written communication skills ■ computer and technology skills ■ knowledge of local sustainability policies, laws and regulations
Niche tourism provider	<ul style="list-style-type: none"> ■ identify and qualify the right clients ■ choose and promote destinations, attractions and services ■ create a marketing plan ■ develop niche market programmes ■ cooperate with tour operators and tourist organisations ■ market new products/destinations 	<ul style="list-style-type: none"> ■ communication skills ■ strategies to promote and sell ■ computer and technology skills ■ knowledge of niche market and its segments ■ teamwork ■ positive attitude
Smart technology developer	<ul style="list-style-type: none"> ■ develop, process, and configure software or systems ■ understand the needs of employers or clients ■ make sure that the computer programme, equipment or tools work efficiently ■ contribute to the efficiency, competitiveness and sustainability of the organisation 	<ul style="list-style-type: none"> ■ teamwork ■ communication skills ■ positive attitude ■ interpersonal and collaboration skills ■ wide array of technical and non-technical proficiencies ■ software developing skills to implement QR codes and restaurant menus, to manage crowds, queuing, tickets, museum plaques, virtual tours and guided visits accessed on mobile phone