



worldtravellers
Experience the world differently

Amy Dixon **Junior Travel Consultant - Galaxy Travel**

What could this job lead to?

Becoming a senior consultant, manager or even owning my own store.

What are some perks in your new job?

Definitely the travel, you get to meet new people and visit new places. It's awesome! But you do have to work for it.

Some Do's and Don'ts advice for current students at ITC...?

Talk to people in the industry or along the pathway you want to take, you don't know where it might lead. I got a great job out of it.

What sparked your interest in travel and tourism?

The excitement I get from travelling. I always wanted to know more about things as I always found it so fascinating.

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Billie Kennedy **Senior Sales Specialist - Jucy**

What are the highs and lows of your job?

One of the highs would be the atmosphere here at JUCY. We live by four key values - Pride, Passion, Family and Fun; which is exactly what you experience. The lows would be there is not a lot of face-to-face interactions with customers.

Some Do's and Don'ts advice for current students at ITC...?

Do's: Make the most of all the things ITC has to offer! The guest speakers, the famil and work experience. If they need a volunteer for something put your hand up!

What advice could you give to 'future Graduates' of ITC...

Do not feel the pressure to know what you want to do straight away. I am still unsure but know with what I have learnt from ITC I can pretty much do anything.



Darren Tamarua

Sales and Reservations Consultant – Jucy

What are the highs and lows of your job?

Highs - Not only are you dealing with local customers but also with International customers and get to showcase the Kiwi spirit. Lows - Peak season can be very busy which means expect a lot of calls and emails the moment you start until you finish.

Some Do's and Don'ts advice for current students at ITC...?

Do adopt good habits such as good time management, completing projects and taking the advice of the tutors. Don't take unnecessary days off, try and have a great attendance rate.

What advice could you give to 'future Graduates' of ITC...

If you don't initially get into the field you want to be in, try other places, see it as a stepping stone! You will eventually reach your goal!



Elizabeth Lorimer
Flight Redemption Consultant – AMEX

What do you miss most about studying @ ITC?

Being able to help my classmates with their work when they needed a little guidance. I also miss the tutors humour and their willingness to help.

What advice could you give to 'future Graduates' of ITC...

Always set new goals for yourself; whether you are at ITC studying or transitioning into the workforce. Always try to have a new goal to work towards.

What skills did you gain from studying with ITC?

Typing, ergonomics, time management, communication and how to behave in a professional manner. I have learnt to represent myself with pride in the workforce and I continue to uphold these even after leaving ITC.



Greer Linder
Sales Specialist – Jucy Rentals

What could this job lead to?

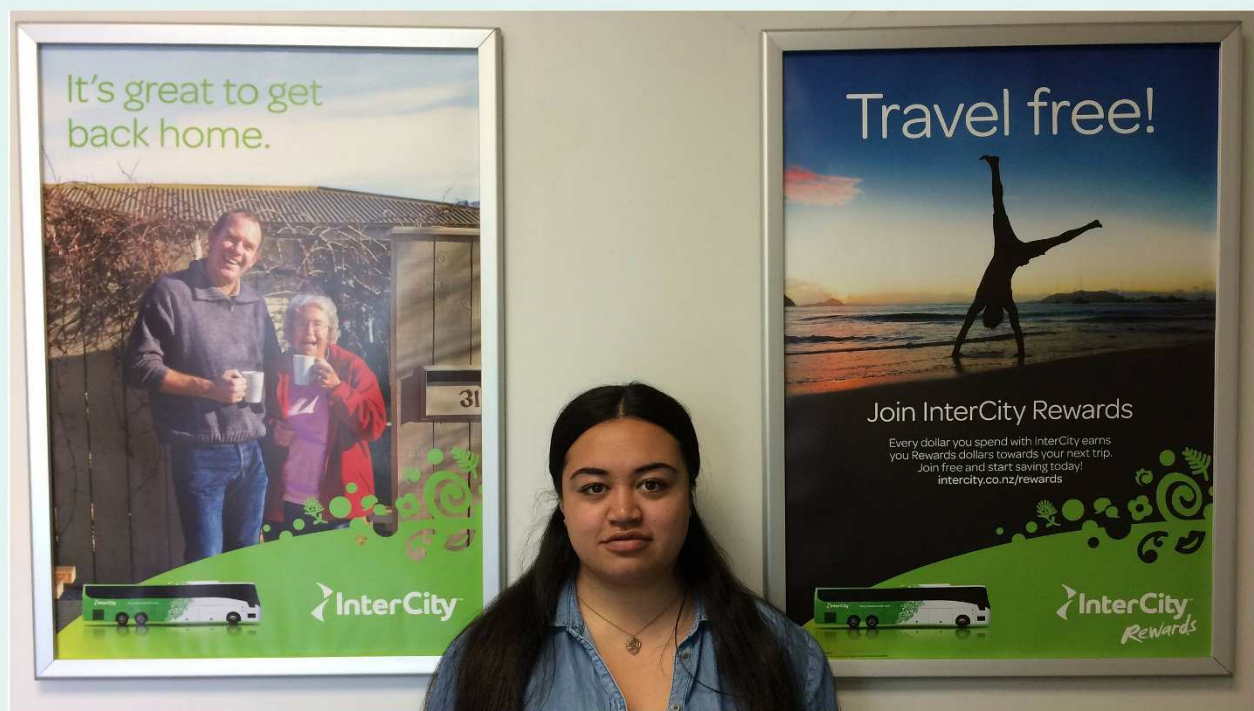
This job could lead to pretty much anything in the tourism industry I believe, once you have your foot in the door and prove yourself to be hardworking, good with people and communication you're set for life!

What are some perks in your new job?

The people, it's truly like a family, you never not want to go to work because you know you're going to have a great day and basically hang out with your friends!

What sparked your interest in travel and tourism?

I did an ITC short course while I was still in high school and it just seemed like such a fun and rewarding industry to get into, and it helped that I love to travel.



Jenna Hagger

Call Centre Representative - Intercity

Some Do's and Don'ts advice for current students at ITC...?

Don't be too picky when it comes to your first job. Any work experience looks good on your CV. As for the don'ts I would say try not to bring your personal life into your workplace

What sparked your interest in travel and tourism?

That it is an exciting type of career! You're always up on your feet and you get to engage with many different people of different nationalities. The most humbling thing is having the opportunity to learn the stories of who these people are and where they come from. This is what made me want to be apart of this industry.

What skills did you gain from studying with ITC?

I use the phonetic alphabet daily at my workplace and the city codes for New Zealand.

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Jordann Wihongi
Flight Redemption Consultant – Amex

What are the highs and lows of your job?

Highs include an amazing team, learning and growing environment with caring and loving managers.

What advice could you give to 'future Graduates' of ITC...

Study hard and make sure you put in the necessary prep – it pays off in the end.

Some Do's and Don'ts advice for current students at ITC...?

Always hand assignments in on time and talk to the tutors about their career journey.

What could this job lead to?

Becoming a travel consultant.



Kaufo'ou Fonua **Longhaul Flight Attendant - Qantas**

What are the highs and lows of your job?

High - the travelling aspect, adventures in ports, meeting different crew and people. Low - things outside of our control like delays, aircraft changes causing upset customers.

What sparked your interest in travel and tourism?

I travelled around the world with my sister in 2013 and instantly fell in love with this wonderful industry. I then had a passion to pursue a career in travel and tourism.

Anything else you want to let us know?

It was a great experience studying at ITC. I have learned so much and this has helped me in pursuing and achieving my dream job.



Kristine Heaton

Customer Service Consultant - Fullers

Some Do's and Don'ts advice for current students at ITC...?

Do's: do all your homework and practical exams because it really helps when you get your job. Don'ts: never take for granted each learning experience that is being imparted and try not to miss class.

What advice could you give to 'future Graduates' of ITC...

Work hard. When you don't achieve your goal on your first attempt...work harder and never ever give up.

What sparked your interest in travel and tourism?

Getting to travel, see different places and meet people from around the world.

Anything else you want to let us know?

I would not have my career that I have now without the help of ITC.

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Leena Vyas

Check-In Agent – ID Tours

What are the highs and lows of your job?

Highs are meeting and greeting different people from all around the world and especially seeing and making them smile before they go on board. The low would be serving grumpy guests.

What skills have you gained from studying with ITC that you use everyday in your job?

Role plays, presentations, mystery shoppers and market research really helped me to improve my communications skills and made me more confident and extroverted person.

Anything else you want to let us know?

Every team member at ITC is very helpful and they focus on each and every student. Thanks ITC!



Maveana Houariki

Check In Agent - ID Tours

What could this job lead to?

It will take me one step closer to my goal of working at the airport because of the customer service aspect.

What are some perks in your new job?

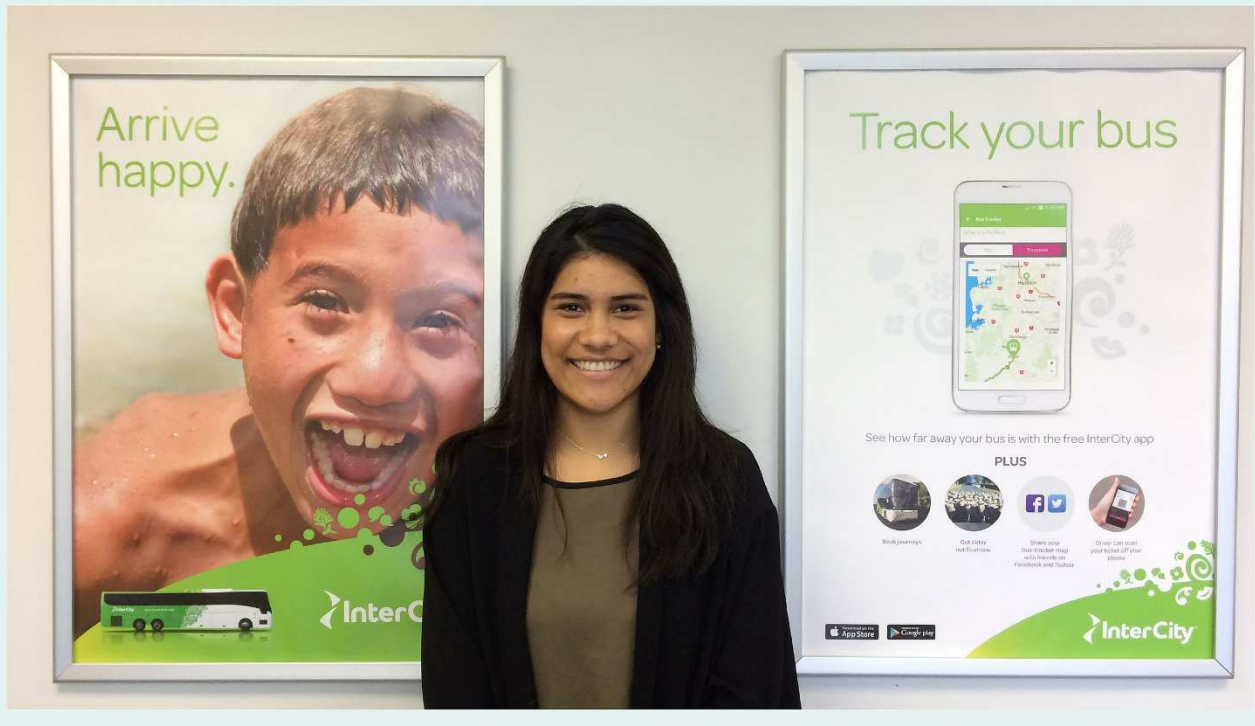
That I continue to learn new skills. Plus I have the opportunity to meet people from all walks of life and learn to serve them accordingly.

What advice could you give to 'future students' of ITC...

Do not hesitate to come to ITC. On my first day I felt at home because everyone is so friendly, helpful and really kind.

What skills have you gained from studying with ITC?

How to dress professionally; which prepared me for my future job.



Rivalina Sauileoge Customer Service Rep – Intercity

What are the highs and lows of your job?

Highs - getting free trips on the bus and going on the overnight Hauraki Blue Cruise plus other famils. Lows - getting out of bed in the morning!

Some Do's and Don'ts advice for current students at ITC...?

Do's - whatever you feel is right and be yourself. Don'ts - be late to Inda's classes because he will lock you out for the whole day.

What sparked your interest in travel and tourism?

Just the Industry itself and the adventures that jobs in the industry takes you on.

What skills did you gain from studying with ITC?

CONFIDENCE.



Roxanne van Rooy
Flight Redemption Consultant – Amex

What sparked your interest in travel and tourism?

Seeing the world from the ground as I'm too short to be a flight attendant!

What are some perks in your new job?

Incentives and promo keeps.

What advice could you give to 'future Graduates' of ITC...

Jump at the chance to work at American Express.

What do you miss most about studying at ITC?

The helpful tutors.

Anything else you want to let us know?

ITC is a great stepping stone to the travel industry.



Simran Chandra Check-In Agent – ID Tours

What could this job lead to?

Opportunities to work for other travel and tourism companies.

What are the highs and lows of your job?

Highs are that we get to meet a lot of people and get more knowledge about this industry. Lows are trying to calm angry customers.

Some Do's and Don'ts advice for current students at ITC?

Always be at least 10 minutes early at work as it makes a lot of difference. Always be positive in everything you are asked to do and just be 'YOU'.

What are some of the perks in your new job?

I get to experience new cultures when meeting new people.



Tobius Charnley
Quick Service Food & Beverage – Disney

What could this job lead to?

Any job in the tourism industry just by having Disney on my CV.

What sparked your interest in travel and tourism?

My amazing high school teacher Mr Mildon; and Ceri and Mel who introduced me to ITC. Also that there are a lot of job opportunities.

What advice could you give to 'future Graduates' of ITC...

Chase your dream and don't give up on them. Work hard and once you get that dream job stick with it.

Anything else you want to let us know?

Thank you for believing in me and pushing me to do what I dreamed. Otherwise I wouldn't be working for the best company in the world.



Tobius Charnley

Customer Experience Team - Jucy Rentals

What are some of the perks in your new job?

Free car and camper van hire plus discounts for family and friends.

What advice could you give to future students of ITC...

Work hard and don't back down. Always be on time and most importantly...Have Fun.

Some Do's and Don'ts advice for current students at ITC...?

Do your best at everything and give everything a go. Don't let yourself hold you back.

What could this job lead to?

A leadership role within the company.