



**IRENA WYSOCZANSKI  
ACADEMIC SUPPORT CO-ORDINATOR**

My journey in Tourism and Travel began many years ago when I joined Air New Zealand as a Flight Attendant in 1974. I flew for 25 years, both with the International and Domestic Airlines. I progressed through each "rank" and enjoyed meeting customers in the Economy, Business and First Class Cabins—they always had interesting stories to share about their lives and travels!

It was during that time that my interest in training developed. When I returned to the Domestic Airline I took an additional role as Team Leader (much like a Base Manager) and that progressed into Training Manager for Air New Zealand National and from there, to Training Manager Air New Zealand Domestic, International & London Base.

I had many opportunities to develop new found skills—writing new and updating old training programmes for new intake training and various 'upskilling' courses for current crew. My role included regulatory as well as customer service so my tasks were varied and gave me opportunities to travel to various Educational Conferences and Conventions. I also delivered two Level 2 & 3 Cabin Crew Management papers for Massey University when that Degree was offered in Albany.

I had a fantastic career in the Airline so when my Manager told me she was seeking approval to add a Travel & Tourism Course to our PTE—School of Engineering, I couldn't wait to join her in setting up and delivering the programme — I could now share my experience, motivate and encourage students to develop their skills to achieve their own dreams and career goals. Again, I tutored, wrote courses and even had the opportunity to take on outside contracts such as Service IQ's customer service programme "KiaOraMai" and even found myself in Mauritius delivering a Leadership programme for their airline's Senior Flight Attendants!

Sadly for my wonderful team and students, the Airline's strategic goals changed. Our PTE-School of Service was closed and I had reached another turning point. I'd lost the "buzz" for working for an airline, students and colleagues had worked their 'magic' and I simply knew I had to stay in the PTE environment. I'm so fortunate to have been welcomed here to ITC—an incredibly dedicated and remarkable team of professionals.

Who would have thought that the 10 year old girl who worked in her Polish immigrant family's fish and chip shop, could have such an amazing life? I did, I still do, and there's nothing that should stop you too!

Very best wishes on your own amazing journey!



## RONIKA LAL ACADEMIC SUPPORT ASSISTANT—CITY CAMPUS

Hi my name is Ronika and I'm currently working as an Academic Support Assistant for both the City and Botany Campus.

Before working at ITC I studied a Bachelor of Commerce at the University of Auckland initially majoring in Accounting. However, in my second year I realised it wasn't for me. So I had a big think and ended up studying International Business. I figured it wasn't worth committing my time and money into something I didn't love. My decision to major in International Business is due to my aspiration to travel and I enjoyed it immensely. I gained knowledge about different cultures, customs and people around the world and how they affect the business environment.

After graduating in 2013 I started working in a customer service and administration role for a transport service provider. The role was a great stepping stone into full-time work but after a while I wanted to do something different so when an opportunity to work for ITC came up I was very excited and was hired as the Academic Support Assistant. The environment at ITC is fun and dynamic reflecting the travel and tourism industry well and I am very excited to see how my journey at ITC unravels.

Working at ITC has definitely fuelled my aspiration to travel even more. Europe is definitely one of the biggest goals on my bucket list. I'm so fascinated with the culture, food, architecture and landscapes. I encourage everyone to travel and experience new cultures, food, languages and people. It broadens your mind and you will have some amazing experiences to cherish.

That is my story so far but I am still young and excited to see where life takes me.

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