



CERI JENKINS PROJECT MANAGER

I am a proud Welshman who arrived in New Zealand 13 years ago with a backpack, having recently travelled with a mate around Australia in a campervan for 1 year. I arrived in New Zealand with a 3 month visitors visa with a view to possibly extending to 6 months. Little did I know then, that I would 13 years later have two Kiwi kids and be a citizen of New Zealand! So a proud Welshman and a Kiwi now.

My role at ITC is very exciting as I have two very rewarding aspects to my role. I represent ITC in high schools, promoting the fantastic career opportunities that exist within travel and tourism. The other half of my role is as industry liaison which involves me bringing in part time and full time work for our students and graduates, organising work experience placements, guest speakers and generally keeping in touch with developments within the industry.

My first role in tourism came about by accident. I saw an advert in a hostel I was staying at in Auckland, to go and spend 3 weeks working on Great Barrier Island at a backpackers chopping firewood and cutting the grass—I was paid with free accommodation and beer—dream job. 4 months later I was still there! I had become the bar and reception person and was also responsible for offering some tours of the Island—this confused many tourists having a Welshman showing them around this beautiful and remote Island in New Zealand. I then became a sales rep for the backpackers and bus company on the Island—this was a perfect job for me as it involved me talking to a lot of travel agents and tourists—I like to talk! I was then offered a travel agents role at ACB Backpackers which I loved and had plenty of opportunities to travel all around New Zealand, bungy jump, skydive, and go on a week long trip to Fiji all of which was for free. For a person who had not too long ago been a backpacker, this was a dream come true.

I was then tapped on the shoulder one day by the Manager of Stray, a backpacker bus company, who wanted a new sales representative for the business and he thought that should be me—I agreed! I was with Stray for 5 amazing years in which time I continued to travel around New Zealand and Australia with my role and make many, many life long friends. As this business grew I become the Sales Manager looking after teams here in New Zealand and in Australia. Once my partner and I had our first child, it was time to look at a job with more suitable hours and less of a hectic social calendar. That is when I applied for the role with ITC in 2007! Where has the time gone?

Enjoy tourism, it is without doubt the most fun I have ever had in my working life and the opportunities both here in New Zealand and around the world, yes in Wales too, are endless.



MEL FEY MARKETING & SCHOOLS LEADER—CITY & BOTANY CAMPUSES

When I left high school I went to work at the local Woolworths as a check out operator in Southmall in Manurewa. I stayed for a year and the customer service experience I got while I was there helped to get my next job as a telemarketer. I worked for Telnet as a standard Tele marketer, but did so well that I became their Sales Manager at only 20 years of age. I really loved this job, but travel and tourism had always been my passion so I went off and studied for a year whilst still working part time for Telnet. I loved my studies and had a great time at college and came out with my level 3 and 4 Travel and Tourism qualifications along with my IATA qualification.

After college I applied for Air New Zealand as a CSA – a Customer Service Agent doing check in at the domestic airport. I had nearly given up hope from hearing from Air New Zealand, but four weeks later I got the call to come along to their recruitment workshop. This entailed a panel interview, some group activities and a one on one interview at the end of the day – a truly exhausting day, but two weeks later I started my new job at the airport. The position was part time to start with. After 6 months you are able to apply for a full time position which entails another interview process.

I worked with Air NZ for 9 incredible years. After a stint at check in I moved into a role as Gate Agent, making the boarding calls, boarding all the passengers and reporting back to Operations re any delays or other concerns. My next role was in Operations coordinating the arrivals and departures for over 100 aircraft in one shift. Air NZ brought in a "Get to Know your Industry" secondment program and I applied to be a flight attendant for a year.

I loved being a flight attendant. The discounts were fantastic and when I was in my uniform I felt like I was a famous person. I felt truly privileged to tell people what it was I did for a living and I still dine out on all the hilarious "on board" stories of my time there – like the time a lady actually got stuck on one of the loo's..... The only thing I found difficult was having my game face on 100% of the time, even when I was sick or tired. After the secondment I continued to work at Air NZ in a number of different roles before coming here to work for ITC.

My advice to you all out there is to get your license ASAP if you haven't already got it and don't be picky about getting customer service work for experience – just get a job dealing with customers. Males – even if you don't need to shave yet – practice shaving every day and girls, start presenting yourself on a daily basis as if you are already a flight attendant.

Start thinking right now about your fitness levels because when you are on the plane you are constantly walking uphill and don't forget to put the brake on your trolley – you never know when you are going to hit some turbulence.

Before you go for an interview do research, research and more research. I learnt all 2 paragraphs of the Air NZ mission statement by heart.

Lastly – remember this mindset when you go for an interview – they WANT you to get the job!



DANIEL MAINE SALES & MARKETING SHORT COURSE TUTOR — CITY & BOTANY CAMPUSES

Travel, food, fashion, wine, culture and history are some of my greatest passions, and the reasons why I travel the world. Once I graduated with an IATA/UFTAA and Travel & Tourism diplomas, I briefly moved abroad. I love travelling and can never get enough. Without hesitation I would pack my bags whenever an occasion arises. Luckily, I have visited my most exotic and favourite places that I once hung posters of in my room. Returning to NZ, I decided to pursue what I had studied for and successfully started my career with our national carrier, Air New Zealand. For the next 10 years I gained so much experience as a Senior Customer Services Agent in every aspect of airport life, from Check-In to Airport Operational roles. I enjoyed meeting new people, made great lasting friendships, and am a proud Air New Zealander. The best part was the hustle and bustle of the airport environment and learning what customer service is really about, and putting my studies into practice. Other bonuses included meeting celebrities and relishing the staff travel benefits. My curiosity led to another path, so I joined Flight Centre. What fun I had learning about company culture, business acumen and - how to party! I learnt so much product knowledge of hotels, other airlines, cruises, and developed different skills. The frequent family trips allowed me to explore each product so that I may share my experience with potential customers, knowing that they'll have the trip of their lives. Putting together an itinerary for my customer was just as enjoyable as watching their eyes glow with excitement when their dream holiday becomes a reality. Through networking, I seized a fantastic opportunity in the Sales and Distribution team with Qantas Airways. My experience grew with leading projects such as Qantas Social Media, Engagement, and the UK/Ireland Netfares Teams. I learnt so much more about the airline business and successfully became part of the Qantas Promotional Team. This role opened doors to the marketing and events world that saw me travel locally and abroad representing the Qantas brand in the latest uniform. Through restructure of the business and successfully obtaining a new role, I decided to hang up my wings after 8 years and join the ITC family. Adventures continue as I am still able to benefit from Business Class staff travel perks, so I can still see my friends and family around the globe. Travel & Tourism is such a robust industry and I'm stoked to share my passion with the Marketing Team at ITC. Travel is about capturing special moments and lifetime memories. More importantly every time I travel, I appreciate our green pastures and food when I come home. Home sweet home.



LESLEY BROUGH INTERNATIONAL MARKETING MANAGER

Thanks to a career in travel and tourism, I've been lucky enough to live in 5 different countries and travel to over 30 countries around the world. Similar to most of you, I studied travel & tourism after high school. I had also done a lot of babysitting and helped with kids holiday camps during high school too, so when I heard about a job with Club Med holiday resorts looking after kids during the holidays in New Caledonia, I jumped at the chance! All my flights, accommodation and food were paid for, so it was a perfect way to travel with no money!

What was originally a 3 week contract in New Caledonia, got extended to six months and I had the time of my life working with amazing people and living in the Pacific. I was then transferred to an island off Australia—Lindeman Island Club Med for another year. The great thing about Club Med is when it's not busy, you get to do all the same activities as the guests, so I got to ride catamarans, windsurf, kayak, do the flying trapeze, swim everyday, snorkelling, archery, golf, tennis etc. I had a blast!

After that I went to live in San Francisco as a Nanny and I looked after a newborn and toddler. I lived with a lovely family who I still keep in contact with today. We did some fantastic trips like skiing at Lake Tahoe, visited New York, Los Angeles, Seattle and Washington DC where I got to tour the White House. I also went on a Contiki Tour around the South West of America—Las Vegas, Phoenix, San Diego etc and had a weeks holiday in Hawaii with another nanny. The travel bug had definitely set in now.

When I came back to New Zealand, I spent the next 7 years working for Air New Zealand at the Domestic Airport. I started at Check-In, Boarding & Passenger Assistance, then progressed to L.A.C where I supervised 19 Check-In counters and also worked in the Operations and Load Control (weight and balance of the aircraft) teams. With my staff travel discount, I was able to travel to lots of amazing places.

Itchy feet hit again, so I decided to go on my big O.E and I lived in the UK for two years. For one year I worked in London for a Belgian business airline and we even got to fly to Belgium for business meetings for the morning! It was a surreal experience. The rest of the time I spent tripping around Europe, Egypt, Jordan, South Africa and Morocco. Travelling is a passion of mine and my life has changed because of it!

When I got back to NZ, I fell in to a recruiting role for a year before joining ITC in 2009. My time here has been awesome and I love to share my passion and experiences with you guys, so anytime you want to, come and have a chat!