



SUSANNE SNOW STUDENT SERVICES ADVISOR—CITY CAMPUS

Hi I'm Susanne, one of the student services advisors at ITC City Campus. Travel and tourism has always been something that I've found interesting. Being able to see the world, explore amazing places and meeting new people were always things I've wanted to do in life.

Before working at ITC I was a student in 2013. The first impression I got when I first stepped out of the elevator doors onto Level 4 was WOW! These people are very welcoming and friendly. I was shown a tour of the college and I was amazed at all the awards that they had received. I chose to study at ITC because the environment and the people were great! The college was a perfect fit for what I wanted to study and from it I gained a lot of knowledge and opportunities that I never thought could happen to me. There were always fun events happening and trips we got to go on as well, like the amazing race and careers expo where people from all over the industry come in and tell us all about their jobs and what they do which helped to give us a better insight of what the industry is all about. There was a family trip to Rotorua we got to go on where we got to experience life as a tourist which included white water rafting and also we were able to climb the Auckland Harbour bridge and got to see Auckland from an amazing view.

After graduating from ITC I started working at KFC Auckland International Airport just to gain some customer service experience first before stepping into the travel and tourism industry. Working there was actually a fun experience. I got to meet a lot of tourists from all over the world and learnt a lot about their countries and cultures and I even got to make a lot of friends with people that work in the airport and learnt more about their jobs and what they do. After working there for a year and a half I got a call from ITC asking if I would like to apply for the Student Services Advisor role, this was an opportunity that I couldn't miss out on so I was quick to respond and now here I am.

The world is full of opportunities and I know ITC will get you there.



EVELIN TOALA STUDENT SERVICES ADVISOR

Talofa Lava, I am the Student Services Advisor here at the ITC Botany Campus. I'm a former student of Mc Auley High School and ITC Botany.

I've always been fascinated with the idea of aeroplanes and the destinations they go to. Along with this was the excitement and anticipation that comes with being in a completely new place, the culture, history and food one can learn of and experience all over the world.

I studied at ITC back in 2013 and with every single subject and destination there was something new to learn. Family had to be the highlight given the stay we had at the Tamaki Maori Village and how much we learned about Maori culture. After ITC I moved to Sydney where I gained a little more customer service experience and then made the move back where I started working for American Express as a Redemption and Online Travel Consultant for over two years. Everything I had learned at ITC definitely prepared me for such a role. The tutors were super resourceful and supportive. So when the opportunity came up to come back and work here, I just knew I had to apply to be a part of the team that help shape future industry employees and keep their "travel fire" burning.

"You won't know where you're going unless you know where you've been" - is a saying I like to live by and encourage others to as well because it challenges me to travel with a purpose. My purpose is learning, experiencing and sharing. I love my Samoan heritage, its culture and most definitely its tourist attractions. I even lived there for a time! After learning of Samoa and experiencing it both as a tourist and a local, I began more research about New Zealand. To date I have travelled to over 20 destinations in NZ including Cape Reinga, Raglan, Coromandel and Queenstown. Majority of these have been awesome road trips! I'm still currently working my way around New Zealand's circumference and have begun trips to Australia including Brisbane, Gold Coast, Sunshine Coast, Hamilton Island and most recently Australia's Red Centre-Uluru.

One piece of advice I was given by a previous customer was to —"travel to as many countries as your age". I find that I'm competing with time on that one but what a challenge!!!