



MELISSA SWITTERS TRAVEL AND TOURISM TUTOR

Welcome onboard everyone,

I am Melissa the new full time tutor of The International Travel College Of New Zealand at the Botany Campus. I would like to take you on a personal flight through my life.

The beautiful beginning of my life started off in a town called Leeuwarden, which is located in The Netherlands where I lived for the first 13 years.

On the 28th of October 2005 my family and I immigrated to New Zealand which was a huge and positive life changing decision. After immigrating we settled down in Papakura, South Auckland where I graduated my secondary school years at Rosehill College. From there on I went to ITC at the Botany Campus where I studied Travel and Tourism level 3 and 4. Shortly after completing my studies at the end of 2010 I became a flight attendant for Jetconnect Ltd/ Qantas, this meant that finally my childhood dream had come true.

"The very first moment when I stepped onto a plane at the age of 7 I realised that one day I was going to become a flight attendant."

After 4.5 years of flying I decided that I would like to help others to follow and succeed their dreams of working in the airline, travel and tourism industry. I accomplished my goal by gaining the tutor role at ITC. My passion has always been in this adventurous industry and I am delighted to share my knowledge and experiences with you all.

Along side of working in this exciting industry I have also done some leisure travelling including: training through Europe, a road trip from Los Angeles to Las Vegas, visiting Waikiki, Hong Kong, Sydney, Melbourne, Brisbane and many places within New Zealand.

My other interests are; baking and cooking, camping, fishing, wake-boarding, playing football and much more. I am always open to trying new things so that I can expand my life experiences. This is something I would encourage my students to do as I believe that being out of your comfort zone can help you to gain new perspectives and lead you on new paths that you never would have thought you would end up on.

Thank you for joining me on my personal flight. I would like to wish you all an enjoyable time at ITC and many happy landings.



**TAKEYUKI MORITA
TRAVEL & TOURISM TUTOR — BOTANY CAMPUS**

I originate from Okinawa, the most southern part of Japan where the climate and culture are very different from the rest of Japan (It used to be a different country and is now well-known as "Hawaii in Japan" – yes the weather is hot and the beaches are beautiful!) I graduated from Yokohama National University in Business Administration and worked as a manager in a restaurant which had fifty staff. Although I enjoyed the working environment my dream to live overseas pushed me to fly to Aotearoa! After travelling all over the country from Cape Reinga to Stewart Island I fell in love with the natural beauty and relaxed lifestyle of New Zealand and decided to become a kiwi!

I have a wide variety of tourism industry experience including working as a cleaner in a small motel, a tour-guide for visitors in Auckland, a banquet supervisor in a luxury hotel, manager in a travel agent and backpackers whilst living in New Zealand. Other non-tourism related roles I have done are tutoring, cooking, building and a bit of acting for TV commercial and filming! After all my varied experience I find that the tourism roles are always very pleasurable - no matter what job you will take!

I have also been teaching martial arts named Shorinji Kempo for the past fifteen years both in Japan and New Zealand. This martial art has taught me (apart from how to kick people's butt!) how to discipline yourself and to enjoy the self-development. I have also graduated Master's in International Tourism Management last year. It was a challenge for me as I finished my bachelor degree more than a decade ago in Japan where the education system is totally different from New Zealand. Fortunately, the philosophy I learned through the martial art, my life experiences, my wife and daughter helped to motivate me in a tough situation and to keep going. Finally I was awarded Best Achievement among the Master's students in the tourism department at AUT!

I recognise through my life which has had a lot of unexpected twists that experiencing and learning new things are always challenging but definitely enjoyable. Although the outcomes through the efforts are important, I recommend you to simply focus on the process of learning and enjoy the moment of knowing something new! Then you will get pleasure from all your efforts and it will automatically lead to good results.

What you are trying to achieve may not be easy for you now but please remember that you are trying to achieve something GREAT which leads to a GREAT FUTURE for YOU and YOUR FAMILY!



SARAH BOYD TUTOR—CITY CAMPUS

The best feeling is that feeling you get in the pit of your tummy, when a plane starts speeding down the runway, engines blasting, the nose tips upwards and the wheels leave the tarmac. I was 5 years old the first time I experienced this on a family trip to Malta, it was then that I knew I had been bitten by the travel bug.

Born in Newcastle, the North East of England, we travelled extensively to Europe on family vacations, until we immigrated to South Africa at the age of 10.

Growing up, all I ever wanted to do was travel but my parents insisted I study. Travel College wasn't for me though and I only lasted two weeks. Making money to travel the world sounded way more lucrative. I was offered a job selling vacations to exclusive members of RCI and Southern Sun holiday reservations, first in Africa and then internationally. For 8 years I learnt how to sell travel, deal with clients and master the technical booking systems.

A recruitment agency was the next step in my journey. I recruited young people and placed them in positions suitable to their career objectives. This was a fun, vibrant role. I met some fabulous people and travelled to far away places. This job taught me to grow up, take ownership and be a responsible adult.

With travel in my soul, I moved to NZ and joined Menzies Aviation at Auckland International Airport as a Check in agent, firstly for Emirates and Singapore then moving on to boarding co-ordinator before settling in to Cathay Pacific. This is an exciting place to work, no two days are ever the same. The clients are interesting and the whole airport becomes your office.

Flight Centre was my next 5 year challenge. They taught me about travel, customer service and culture but most importantly, they taught me how to work hard and party harder. I travelled so much with Flight Centre, it's hard to believe I actually got paid to do this job.

My passion was something I wanted to share with others, so I joined New Zealand School of Tourism, as a tutor. I taught level 2, 3, 4 and Diploma for 3 years, achieving my National certificate in Adult literacy and numeracy level 5. I absolutely love working with students, I think sometimes the students teach me more than I teach them. I've learned so much about myself through students, that's how I've ended up back at a teaching role here at ITC.



**LES TAYLOR
CITY TUTOR TEAM SUPERVISOR**

Hi my name is Les and I am a travel addict!

I first became aware of this passion / addiction when as a child I would climb to the top of a large pine tree that my dad had planted in our front yard, especially on wild winter days, and pretend that I was on a ship sailing into unknown waters.

That yearning for adventure and travel has definitely influenced my employment choices throughout my working life. Career choices have included working for Air New Zealand, a seven year stint in the merchant navy, as well as working on oil rigs and open cast mines in western Australia.

I am a fully qualified London City and Guilds chef and have worked for the past 15 years in the education sector as a hospitality management tutor. All of these employment choices have allowed me to indulge in my passion for travel. Some of the countries which I have been privileged to have visited include the USA, Panama , Japan, China, Fiji, Tahiti, Bali ,Malaysia , Singapore , Thailand Indonesia and India .

I hold a Bachelors degree in Psychology and a Master's degree in Social Anthropology. I am currently pursuing a post graduate Diploma in defence studies which will ultimately provide an academic platform and background for a PhD In war tourism.

I am married to a South African and have been fortunate enough to have travelled extensively throughout south Africa. Between us we have a total of 4 adult children.

I love teaching and believe that learning is not only a lifetime endeavour but should be delivered in a way that is fun and memorable to all learners. I look forward to seeing you in class!

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**STACEY EUSTON
TUTORIAL TEAM SUPERVISOR — BOTANY CAMPUS**

I first started off in this amazing industry as a student at ITC back in 2002, this gave me the best introduction to the Travel Industry and one I can see myself in for the rest of my life.

ITC helped me apply for my first job as a Sales Rep for a Domestic Tour Company which was a fantastic start, this opened my eyes to Retail Travel Consulting so I applied for Flight Centre where I worked as a International Travel Consultant and managed numerous shops for the last 10 years. I find it funny that I have returned to the college that got me hooked in the first place sharing my passion for travel with my students.

One of my highlights from working at Flight Centre would have to be attending the Global Gathering in Dublin. This was a crazy hectic 3 day trip with Flight Centre staff from around the world—it was one of the rewards offered to the elite consultants from the past year. Also the National Ball is a Flight Centre highlight every year—all staff are flown up to Auckland for one awesome night to party and acknowledge the leading consultants and staff—this is also when it is announced who will be attending the Global Gathering.

The travel industry is all about visiting and experiencing exotic destinations—the countries I have been to because of my role in Flight Centre are Australia, Cook Islands, Fiji, New Caledonia, Samoa, Tonga, Hawaii-USA, Bali, Singapore, Thailand, Malaysia, China, U.K, Germany, Switzerland, France and Hong Kong.

I absolutely love everything about this industry. One of the great benefits is the variety of jobs which are available. Of course being able to travel all around the world is also on top of the list.

I can't wait to mentor, develop and share my experience in this industry with my students, I was once in their shoes and I look forward to helping them with their journey in this awesome industry. I know how challenging it can be to achieve your qualification however if you work hard, put in the time and effort the rewards can be phenomenal!!



**JOHN ARMSTRONG
TRAVEL AND TOURISM TUTOR—CITY CAMPUS**

I am passionate about ITC. I have seen so many students transform in to flight attendants, travel agents, visa agents, cruise directors, tour leaders...the roles seem endless. Some of my students now travel to some of the most beautiful and exotic parts of the world and I see pictures on FB from these places. It is a very rewarding experience to see your students achieve and grow like this.

Much of my experience is with the airline industry where I worked for 13 years initially in a finance area called Agents' Returns (I used to issue ADMs and ACMs to agents, or in other words debit charges and credit notes to those travel agents who incorrectly charged airfares.) It wasn't my most favourite job but I got to travel. I later progressed to Reservations and after only a few months was promoted to Team Leader and later became a Supervisor in the Air New Zealand call centre. I gained a wealth of experience working shift work from 0500 in the early morning to 2300 at night.

8 years on and I was promoted to Travelcentre Manager of a flag ship branch in Newmarket. I was particularly innovative in my marketing and my excellent team were awarded The Most Innovative Marketing over all retail departments during my term there. Later I left to further my love of travelling.

One of the real highlights for me was the pride I felt when wearing the airline's deep blue and white uniform. Every day was a new adventure. Now I work with ITC students helping them find their own successful careers!

I believe all great travel has the ability to change your view on life, to make you appreciate your life as never before!



KIRSTEN LEITH
TRAVEL AND TOURISM TUTOR—BOTANY CAMPUS

I've been a familiar face around ITC for quite a while now, having started here in 2003 as a tutor at the city campus. After a few years there I was fortunate enough to have the opportunity to open the Botany campus, and now I'm delighted to be back here again teaching our students.

My background in travel includes having worked in a hotel, at the airport, and in educational travel, co-ordinating student exchange programmes for high school students.

When I did my travel and tourism course, I worked at a 5 star hotel in Auckland in food and beverage and reservations. After I graduated I thoroughly enjoyed my role of working as a travel coordinator with a NZ company who specialised in sending students to Japan. This saw me spend a bit of time in Japan, and I certainly learnt a lot about the Japanese culture through this job.

I moved out of travel for a while and into Human Resources and Recruitment, which is where I discovered my passion for training and was delighted to start working as a tutor at ITC with one of my original travel lecturers from when I studied travel myself!

I have a huge passion for this fun and dynamic industry and I love sharing my knowledge and experience with others. I enjoy teaching all qualifications, but in particular the level 5 diploma course.

I have a busy life outside of the college, being a breeder of pedigree cats, and my children are my three small dogs.



**JACQUES JANSE van RENSBURG
TRAVEL AND TOURISM TUTOR—CITY CAMPUS**

I joined ITC's tutorial team in 2011 as one of the tutors. I have experience and knowledge of the hospitality and tourism industry both here in New Zealand and South Africa. I am a high performing, outcomes focused tutor and student mentor – passionate about who my students are, as well as the results they achieve.

In South Africa after school I was rapidly promoted through 12 years, starting as a general apprentice through Food & Beverage, function management, adventure and holiday camp management, to General Manager of a world renowned Game Lodge in South Africa. There I had full responsibility for business leadership, strategy, marketing, finance, systems, IT and Human Resources.

After immigrating to New Zealand, I completed my qualifications and went to work in hospitality, business, travel and tourism education, teaching level 3 - 5 and I am currently focusing on the level 6 Advanced Diploma in Travel and Tourism here at ITC.

I am a student centered tutor, mentor and coach who encourage development through understanding individuals and their challenges and talents. My practical business experience translates into common sense and savvy learning solutions.

A dedicated family man, I spend most of my free time outdoors enjoying a family hobby, tramping. Summer nights and sunny weekends I like to treat the family to an all out BBQ cook-off when I experiment with recipes and treat my wife to put her feet up and relax. On a typical rainy Auckland day, I indulge in a passion of mine, online gaming. As a family we are part of several community groups, actively involved in our local church where we engage with other families with similar aged children. This creates ample opportunity for us as a family to be active and enjoy other like minded families' interests.



**LOUISE GRIFFITHS
TRAVEL & TOURISM TUTOR—BOTANY CAMPUS**

I started my working life in the banking industry after gaining a place in a graduate program. During my OE I worked within the shipping industry and continued this once I returned to New Zealand. My career path has been varied but always led back to one thing my passion for Customer Service Excellence!

HR and people leadership has been a passion of mine for many years and I have had opportunities through my banking career and cargo shipping career in the UK and NZ. But the job that became the love of my life was working for Air New Zealand.

During my 16 years with Air NZ I did work as a flight attendant but my airline career started in the airport doing ground handling as a Customer Service Agent and I loved it!! I then moved onto hold various roles as a Trainer, Training Manager for NZ airports and then as a Cabin Crew Manager responsible for the performance and development of the International Flight Services Managers and crew. I have had the privilege of working with many talented and fabulous people over the years and was delighted when I got the opportunity to work as a Tutor for ITC.

Remember to make the most of any opportunity, be passionate about what you do and you too can have a great career in a fun and exciting industry.



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Kaitiaki Takekōwhiri

ANDY HOUSTON TRAVEL AND TOURISM TUTOR

My journey in the Travel and Tourism industry began as a security screener for Aviation Security at Auckland Airport in 2005. I soon fell in love with the fast paced changing nature of the travel and tourism industry. No two days were ever the same there and I loved that not only were we maintaining security for the traveling public but also making the security process hopefully as smooth as possible.

After spending so much time seeing people come fly in and out at the Airport I decided it was time to do some serious traveling myself! I spent a fantastic year exploring Asia, North America and Europe and have continued to travel multiple times a year since.

Once I returned home I had the chance to join Air New Zealand in its contact centre in Auckland. During my seven years with the company I had opportunities to work in a variety of roles including customer service, sales, process improvement and training. It was fantastic to work in a place which really encourages staff to follow they're passions and is a company that I think Kiwi's should be very proud of.

Wanting to push myself I sought out a new challenge as a "travel expert" at the Royal Oak Flight Centre. After years working in a support role it was great to have a job where you can build up relationships with clients and help them having amazing travel experiences all over the world. I was rewarded with a promotion to assistant team leader of my store in less than a year of joining and my proudest achievement was that our store was one of the most improved in the country in 2015/16.

Enjoying helping colleagues and team members improve has been a common thread throughout my career and I was delighted to have the opportunity to take this up full time at ITC.

I now love helping others begin they're own exciting journeys in the worlds greatest industry!

INTERNATIONAL >> >
TRAVEL COLLEGE
>> >  > OF NEW ZEALAND



CARLA SUTTON

I first started at the International Travel College of New Zealand in 1997, and worked as a Travel & Tourism Tutor for many years, after which I moved into an admin role. From 2008 to early 2017 I enjoyed tutoring in and managing ITC's Study from Home program. Currently I am enjoying the challenge of teaching level 5, and looking after the academic resources for the Diploma Level 5 program.

It is great to meet students that share our passion for the Travel and Tourism industry and who are keen to work in this field. Then to witness their success is simply the 'cherry on top'! Originally from the Netherlands, I did my travel & tourism training there, and worked in a large corporate travel agency for four years before moving to New Zealand. This is a great country to live in, and I enjoy my life here with my family.

Since moving to New Zealand I worked as a Senior Travel consultant and later as a Branch Manager for Budget Travel (now Harvey World Travel) for six years. During my time in the travel industry I completed the equivalent of ATTTO level 3 & 4. Being a Travel Agent really was a dream job. It's so much fun organising people's holidays, and have them enjoy their perfect trip away. Of course they are always in a good mood – they are going on holiday! That, and the fact that you meet all sorts of people from all walks of life, made every day interesting.

Whilst working as a tutor at ITC I completed a National Certificate in Adult Education (level 5) by correspondence, and also the IATA Foundation Instructors Diploma. I love studying to broaden my horizons, and embarked on further studies towards a Bachelor of Business (Marketing) and a Master of Business, which I finished in 2016.

I love spending time with my family, and going on camping holidays around our beautiful country. When I am not working or studying, you might find me walking my dog on the beach.

I look forward to meeting you on-campus! Have fun in your studies and work hard to achieve your goals!!



**INDER DEV SINGH
TRAVEL AND TOURISM TUTOR—CITY CAMPUS**

I currently work as a full time travel and tourism tutor at the ITC City campus teaching level 5. Over all I have been teaching for almost 10 years. I have a vast experience and knowledge of the travel and tourism industry. I did my Bachelor of Commerce (B.Com) degree in India in 1997. In 1999 I completed my Masters in Tourism Management (MTM) at the Institute of Management Studies India, where I learned in depth about different aspects of the Tourism industry.

In India I worked for 2 years in the tourism industry as a tour executive, where I was involved in tour operations and ticketing.

In 2001 I moved to New Zealand and did my Masters in Management Studies (MMS) with Honors from The University of Waikato and specialised in tourism research. Afterwards I got an opportunity to work with Murray East Tours & Travel in Hamilton. I also worked as a Restaurant Manager, and worked with Insight Learning Academy Hamilton as a travel and tourism tutor.

I am professional, committed and customer focused with proven success within the travel, tourism and hospitality industries. I am competent in building and strengthening client relationships through effective communication and have well developed interpersonal skills. I am passionate about education and my students. I use my strong organisational skills, adaptable approach and commitment to achieve positive outcomes for our students.

My other passion is cricket! I was actively involved in cricket. I was president of a cricket club at the University of Waikato. I have also played cricket with international cricket teams: South Africa, India, Pakistan, and New Zealand.



ANDREW THOMAS
TRAVEL AND TOURISM TUTOR—CITY CAMPUS

Hi my name is Andrew and I am a Travel and Tourism Tutor here at the ITC City Campus. I spent 14 years lecturing History and Geography at Griffiths Mxenge College of Education, which is in South Africa my home Country. My role was in the Audio Visual department where I was in charge of all the audio visual equipment.

I then spent 6 years as Senior Lecturer at Natal College of Education lecturing in the Psychology of Education and Computing. This job involved a lot of travel visiting trainee teachers in schools all over Natal.

I emigrated to New Zealand at the end of 2000 with my family. We have enjoyed exploring our new home and have spent time travelling both the North and South Islands.

In NZ I started off tutoring in computing, office administration and business studies for the Institute of Applied Learning for 2 years. I then went back to High School so to speak! and taught computing and social studies at Orewa College for a year. Back to tertiary education I accepted a role tutoring in computing and office administration at NZSTT for a year. I then got the opportunity to join ITC and have been teaching here for the past 9 years in computing and travel subjects.

My family and I love travel. We have seen most of New Zealand, half of Australia, and been to Rarotonga and Singapore. Next on our list is a big one Europe!