



## Rebecca Heath

### Cruise World - Administrator

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

Volunteering - I volunteered at I-site for six months over summer as all the cruise ships came and went; which proved valuable for my job interviews.

#### **What are the highs and lows of your job?**

The high is the process of putting together the documentation and seeing behind scenes. The low is how stressful it can be balancing the emails and high volume of phone calls.

#### **What skills did you gain from studying with ITC that you use in your job?**

Take as much knowledge as you can with you from the teachers, engage in the conversations when your teachers tell you what they did back in the day because I have used their knowledge and advice in my job.



## Brooke Manak GO Holidays - Sales

### **What are the highs and lows of your job?**

I love that I am constantly learning in this role. GO has been an amazing company to work for and I can see myself here for a long time to come.

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

Make sure you take on board all the advice the tutors have to give you – it is all valuable!

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

Your first job may not be your dream job but it is a stepping stone to reach the dream.

### **What do you miss most about studying @ ITC?**

The tutors mostly - they always provided constant support and friendly energy.





## Jian Bautista

### Auckland Airport - Operations Officer

#### **What does your job involve?**

To ensure that the various operational and service facilities provided are meeting or exceeding the continuing needs of our customers.

#### **What are the highs and lows of your job?**

Working at the airport has been challenging in many ways but it has helped me grow personally and professionally.

#### **What skills did you gain from studying with ITC that you use in your job?**

Time management, critical thinking and communication skills.

#### **What do you miss most about studying @ ITC?**

The fun study environment especially having supportive tutors. It's also the place where I met amazing people that became lifelong friends.



## **Sueni Lambert**

### **AJ Hackett Bungy - Bridge Guide**

#### **What sparked your interest in travel and tourism?**

Making new friends, learning about the different cultures - all mixed with a bit of travel.

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

Be you, don't be shy, stand out, don't be late and use your initiative.

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

Just show that you are interesting and are wanting to learn.

#### **What skills did you gain from studying with ITC that you use in your job?**

Communication and people skills.

#### **What do you miss most about studying @ ITC?**

The vibe.





## Hulita Falaniko

### Swissport (Jetstar) - Customer Service

#### What sparked your interest in travel and tourism?

I've always had an interest in helping people and enjoy being of service to others. I always loved the airport environment and have wanted to work there since I was a little girl.

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

Persistence goes a long way. The tourism industry can be demanding but extremely rewarding.

#### What do you miss most about studying @ ITC?

The friends I made!

#### Anything else you want to let us know?

Thank you ITC for giving me the skills I needed to thrive in the career I wanted.



## **Hollie Stevenson**

### **Menzies Aviation - Passenger Services**

#### **What are the highs and lows of your job?**

Highs: meeting new people from all over the world. Getting the opportunity to do different tasks around the airport. Lows: working random hours messes with your body clock.

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

Attend as many classes as possible. If you miss a number of days in a row you'll fall behind which can stress you out.

#### **What sparked your interest in travel and tourism?**

The idea of being a Flight Attendant and travelling to multiple destinations .

#### **What skills did you gain from studying with ITC that you use every day?**

Learning airport codes prior to starting this job has been helpful; role plays we did to assist customers and efficiently communicating with customers.





## Brianna Hughes

### JUCY Rentals - Sales Specialist

#### What are the highs and lows of your job?

Highs: Great atmosphere, always something new, good commission structure. Lows: Low season equals low commission and peak season is crazy!

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

Embrace it all! Take everything ITC offers, it really does help get the ball rolling on your career!

#### What sparked your interest in travel and tourism?

The thought of being able to interact with people, travel to different places and learn new things as you go while getting paid for it!

#### Anything else you want to let us know?

Thank you for the amazing support! I wouldn't be where I am without the support of ITC.





## Shannon Skudder

### Fullers - Crew Attendant

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

Do: take every opportunity possible! Don't: doubt yourself, you can do amazing things!!

#### **What sparked your interest in travel and tourism?**

Being able to show people/tourists what New Zealand has to offer!!!!

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

Enjoy and soak up all the knowledge you can! You will use it in every aspect of life.

#### **What do you miss most about studying @ ITC?**

Learning new things and meeting all the new people you get to while studying.

#### **Anything else you want to let us know?**

Studying at ITC Whangarei was one of the best experiences of my life!