



# LAURA ORSBOURN

## TOURISM EDUCATION TEAM LEADER

I'm a proud ITC graduate, having completed Levels 3 and 4 Certificates in 2012 with Distinction and being named Student of the Year. After graduating, I worked at the Grand Mercure, earning Employee of the Year and taking on supervisor and training roles.

I returned to ITC in 2019 to complete the Level 5 Diploma before heading overseas to work at Disney World in Florida. At the front desk of a Disney Deluxe Resort, I learned patience, energy, knowledge, and a passion for creating magical guest experiences.

When Covid brought me home, I joined Maui, Britz, and Mighty campervans as a booking host and coordinator, helping Kiwis explore their own backyard. In 2023, I returned to ITC again — this time as a team member! In my spare time I love sharing adventures with my dog Eric, being creative - sewing, drawing, nail art and of course watching Disney movies!

After working as a Tourism Education Tutor in the Schools Team for 18 months I was promoted to lead the team as the new Tourism Education Team Leader.

I'm fortunate to share both my ITC and industry experience, helping students see how exciting and rewarding tourism careers can be. I've learned that adaptability, patience, flexibility, and going the extra mile are essential, and putting yourself in the customer's shoes makes all the difference.

The tourism industry is constantly innovating, with new adventures and opportunities always around the corner. For those starting out, keeping an open mind, gaining experience, and staying positive can turn the world into your oyster.

