



TOURISM & HOSPITALITY

Tourism & Hospitality

The tourism and hospitality sector needs people with good customer service and people skills due to the nature of the work. There are plenty of entry level jobs for young people with opportunities to progress quickly to management occupations for staff with the right attitude. The sector covers a number of business activities from travel operators like airlines and cruise ships, heritage sites and visitor attractions, large hotel and restaurant chains, and even nature reserves.

What is happening?

- The tourism and hospitality sector is a large employer, creating many jobs for young people, and is a priority area for Kent and Medway. The area is host to many historical sites, buildings and similar visitor attractions, which are highly concentrated locally.
- The sector employs around 55,000 people in Kent and Medway and is forecast to grow by 7% by 2020.
- Most of the local workforce is employed by restaurants, bars and hotels and more than half (53%) work as either kitchen assistants, bar staff, chefs, waiters or waitresses.

interpersonal skills
oral communication
Customer and personal service
critical thinking
food production
sales and marketing

Skills and qualities

USEFUL WEBSITES

- hospitalityguild.co.uk
- careersthatmove.co.uk
- skillsactive.com

- Growth is expected across most of the sector's top occupations, and notably there will be a higher level of demand for cooks and cleaners between 2015 and 2020.
- Most roles require good GCSEs or BTEC Level 2, while some management roles require a Level 3 qualification.

55,000 local jobs



Top 10 businesses locally in the Tourism & Hospitality sector

- PA Crocker Ltd
- The Hythe Imperial
- Chris Symons Ltd
- Whiting and Hammond Ltd
- Leeds Castle Foundation
- The Howletts Wild Animal Trust
- Norton Crathorne No 1 Ltd
- Market Taverns Ltd
- Grand Mark Hotels PLC
- Crompton's Leisure Machines Ltd

What you could earn?

Travel Agent	£10 p/h	Receptionist	£8 p/h
Chef	£8 p/h	Restaurant Manager	£11 p/h
Hotel Manager	£14 p/h		