



N4 &5 TRAVEL & TOURISM

What Themes or Topics will you study in this subject?

THIS IS A SKILLS FOR WORK COURSE WHICH SERVES AS AN INTRODUCTORY QUALIFICATION IN TRAVEL & TOURISM. IT DEVELOPS THE SKILLS, KNOWLEDGE & ATTITUDES, NEEDED TO WORK IN THE TRAVEL & TOURISM INDUSTRY

What Skills will you develop in this subject?

SKILLS TO BE EFFECTIVE JOB SEEKERS AND EMPLOYEES

SKILLS TO DEAL EFFECTIVELY WITH ALL ASPECTS OF CUSTOMER CARE AND CUSTOMER SERVICE IN TRAVEL & TOURISM

DEVELOP THE PRODUCT KNOWLEDGE AND SKILLS TO DEAL EFFECTIVELY WITH CUSTOMER ENQUIRIES IN RELATION TO TRAVEL & TOURISM IN SCOTLAND, THE REST OF THE UNITED KINGDOM & WORLDWIDE

At what levels can you study this subject?

TRAVEL & TOURISM CAN BE STUDIED AT NATIONAL 4 OR NATIONAL 5 LEVEL

What Careers are available?

SALES REPRESENTATIVE IN HIGH STREET TRAVEL AGENT.

SALES REPRESENTATIVE IN TRAVEL AGENT CALL CENTRE.

HOLIDAY DESTINATION TOUR REP.

TOURIST INFORMATION CENTRE STAFF OR CUSTOMER MANAGER.

VISITOR CENTRE/ATTRACTION STAFF OR CUSTOMER MANAGER.

CUSTOMER MANAGER FOR CONSERVATION ORGANISATION SUCH AS HISTORIC SCOTLAND OR THE NATIONAL TRUST.

SKILLS DEVELOPED ON THIS COURSE MAY ALSO BE DESIRABLE IN OTHER CUSTOMER SERVICE BASED CAREERS SUCH AS RETAIL, AIRPORT CHECK IN STAFF ETC.

“Committed to care & Excellence”