

NOVEMBER 2021

CAREERS SERVICE

Careers Occupational
Information Unit
Bulletin

**HOSPITALITY AND TOURISM
IN NORTHERN IRELAND**

Inside this Issue

- ▶ Hospitality and Tourism landscape in Northern Ireland
- ▶ Hospitality and Tourism career profiles - articles and video clips
- ▶ Pathways into the Hospitality and Tourism sector in NI
- ▶ Higher education perspectives
- ▶ Useful websites

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CONTENTS



Welcome

This bulletin focuses on the hospitality and tourism sector in Northern Ireland and offers an overview of the wide range of careers options available.

The bulletin includes article and video-based profiles from people working locally in hospitality and tourism roles, in which they share insights and advice for those considering a career in the sector.

There is also an interview with Simon Russell, Course Director: BSc (Hons) International Hospitality Management (Department of Hospitality and Tourism Management, Ulster University), as well as information on entry routes into the hospitality and tourism industry and useful resources to assist with further research.





The Hospitality and Tourism landscape in Northern Ireland



86% of the specified job postings in the Hospitality sector require GCSEs or a Level 2 National Vocational Qualification.



**THERE ARE
AROUND
48,120
WORKERS
IN HOSPITALITY IN
NORTHERN IRELAND**



**THERE HAVE BEEN
2,027 JOB POSTINGS
IN THE HOSPITALITY
SECTOR IN THE
LAST YEAR**



**OVER 200
EMPLOYERS
ARE CURRENTLY
HIRING IN THE
HOSPITALITY SECTOR
IN NORTHERN IRELAND**



**BEANCHOR LTD,
THE MOUNT CHARLES
GROUP AND HASTINGS HOTELS
ARE THE COMPANIES
MAINLY HIRING IN THE
HOSPITALITY SECTOR**



The Hospitality and Tourism landscape in Northern Ireland



There were around **715 job postings** for the **Tourism sector** in Northern Ireland in the last year.



THERE ARE AROUND
14,180
WORKERS IN THE
TOURISM SECTOR IN
NORTHERN
IRELAND



94 EMPLOYERS ARE
CURRENTLY HIRING FOR THE
TOURISM SECTOR, WITH
VERSION LTD, DAVID LLOYD
AND THE BANNATYNE
GROUP AS THE COMPANIES
MOSTLY HIRING

67% OF THE SPECIFIED
JOB POSTINGS IN THE
TOURISM SECTOR
REQUIRE BACHELOR'S DEGREES,
GRADUATE CERTIFICATES/
DIPLOMAS





Tourism – A Northern Ireland Success Story

**John McGrillen –
CEO, Tourism NI**

“Before the Covid-19 pandemic struck the tourism industry was an economic flagship, having achieved growth of 46 percent in just six years and reaching £1 billion in revenue, of which £731 million were export earnings.

12,8000 new jobs had been created since 2013, double the growth of other sectors of the economy over the same period, and resulting in the tourism, travel and hospitality sectors employing approximately 70,000 people by 2019.

2019 was a remarkable year for the tourism industry here. Not only did we host the biggest ever Open to be held outside St Andrews, with a record 237,000 in attendance, we also surpassed the target to become a £1bn industry and visitor spend from the Republic of Ireland doubled in just three years.

It was the year we first welcomed an estimated 5.3 million overnight visitors and received a total of 167 cruise ships, a 30% increase on the previous year and a massive increase from the 62 cruise ships that docked in 2013.

2019 was the culmination of a decade of investment by Government and industry, which led to a 60% increase in visitor numbers and an 89% increase in visitor spend between 2009 and 2019. By the end of 2019, the wider tourism and hospitality industry employed approximately 70,000 people across every part of Northern Ireland.

Unfortunately, the outbreak of the COVID-19 pandemic in early 2020 had an immediate, massive and unprecedented impact on tourism and hospitality in Northern Ireland, as it had upon countries around the world. To support the industry on its road to recovery a Tourism Recovery Action Plan has been developed by public and private sector stakeholders focused on helping the sector thrive now and in the future. At the heart of this will be the development of a sustainable regenerative

tourism strategy to maximise Northern Ireland’s tourism potential over the next decade.





**John McGrillen –
CEO, Tourism NI**

Optimism for the future

There are strong grounds for optimism for the future. This crisis has brought home to local people, and visitors from out of state, just how valuable and outstanding our tourism and hospitality product is, as well as demonstrating the excellence and resilience of those who make up the industry.

2019 was a record year for tourism and hospitality in Northern Ireland and I am confident that by industry and government working in partnership to grow this vital sector of our economy that we will recover tourism's pre-COVID success and return to breaking records.

A return to pre pandemic levels will take time, but with the successful roll out of the vaccine programme, the lifting of restrictions and the opening up of the Common Travel Area, I am hopeful that by

the end of 2022 the tourism industry in Northern Ireland could be back to 80 percent of the activity and employment levels of 2019 and see a full recovery by the end of 2024.

Attracting in and building a skilled and sustainable workforce to meet industry's future requirements and help drive recovery in the sector will be key to helping tourism compete successfully in a very competitive global market place and ensure Northern Ireland's reputation as a world class tourism destination."

The COVID-19 crisis has brought home to local people and visitors just how valuable and outstanding our tourism and hospitality product is, as well as demonstrating the excellence and resilience of those who make up the industry.





Why there's never been a better time to enter the hospitality and tourism industry

Roisin McKee,
Project Director,
Hospitality &
Tourism Skills
Network (HATS)



The employer-led Hospitality & Tourism Skills Network (HATS), funded by Invest Northern Ireland, brings together sector businesses, education and government to help address industry skills shortages and is committed to driving change to attract, develop and retain the future talent the industry needs.

In the article below, Roisin McKee, HATS Project Director, explains why now is a great time to consider a career in the hospitality and tourism industry.

There's never been a better time to enter the hospitality and tourism industry. While Covid-19 has impacted the industry across the world, tourism always bounces back stronger from crisis and the demand from local tourists and visitors to explore and discover has never been so great. The industry is experiencing unprecedented levels of demand for their services as restrictions ease which means huge opportunities for people of all ages to step into a rewarding career.

Staffing issues are top of the agenda for hospitality and tourism operators who are working harder than ever to attract and keep talent. The good news is that this means businesses are paying more attention than ever to employee working hours, remuneration and training and development. So you can expect to be well looked after in roles that are fulfilling and exciting.





Roisin McKee,
Project Director,
Hospitality &
Tourism Skills
Network (HATS)



**Hospitality and tourism is
a sociable work
environment with a focus
on people and great
customer service.**

There is something for everyone

This is an industry bursting with some of the most exciting and diverse career opportunities imaginable and there are many ways into hospitality and tourism, whether you've just left school or changing career.

The challenge is choosing a sector in which to begin your career. Hotels offer all sorts of exciting roles under one roof from chefs to housekeepers, front of house managers and operation teams while restaurant, pubs and bars are fast-paced and renowned for being at the cutting edge of cuisine. Or you can enjoy the bright lights at a tourist attraction and events making tourists' experiences safe and enjoyable or providing information on local places of interest as a tour guide.

Regardless of what role you have, the work is likely to require excellent social skills as you work closely with other members of the team and with the public.

As the core skills required are transferable, you can move between sectors. Also, it's not just about the service side. If you have an interest in marketing or events, you can specialise in those areas.

Similarly, there are great opportunities in business development, finance, digital media and marketing and human resources and in all sectors of the industry you can use your skills and experience to work in any part of the country and abroad.

Across the industries the work often demands a level of **flexibility** as it may involve weekend and shift work for example.

Whether you crave a fast-track management career, the opportunity to meet different people every day, or simply a fulfilling job that's lots of fun, this industry has it all.

10 reasons to consider a career in hospitality and tourism

Hospitality and tourism is a sociable work environment with a focus on people and great customer service. If you love working with people, thrive on challenges and are looking for a career where no two days are the same, then hospitality and tourism is definitely worth considering. Here are just ten of the reasons why a career in this industry is great!

1. You make people's day

Whether you're a concierge in a hotel, or a kitchen porter working behind the scenes, or even if you're involved in the management of a hospitality business, every time you come into work you're making someone's day that little bit better. Your business is all about people. It's not about widgets or spreadsheets; it's about making people happy.

2. It's creative

As well as being a people-oriented industry, hospitality is creative. You are creating a product – be that food, drink, or an experience – and there's always scope to dream up new ways of making it more enjoyable for your customers.

3. It opens a door to the world

Every country in the world has a hospitality industry, and the skills you learn here are readily transferable, meaning that a career in hospitality can very easily be the key to discovering new countries, new culture and new people.



**Roisin McKee,
Project Director,
Hospitality &
Tourism Skills
Network (HATS)**



**The tourism industry
globally boasts a
workforce number of over
200 million people.**

4. There's no need to get stuck

There is such enormous scope within the hospitality industry that there's never any need for you to get stuck in one niche. You could very easily stay with the same employer and in the space of a few years, move between roles and beyond. Where else could you get that sort of variety?

If you like to keep active, there are hands-on roles in the kitchen, and a career in bars and restaurants is perfect if you love being around people. It doesn't stop there! Tourism includes the fast-paced world of events, visitor attractions and hotels, to name a few. Each industry offers a unique working environment and its own set of careers. You could manage a hotel, co-ordinate multi million pound events or create amazing dishes as a chef – the world is your oyster!

5. You can take on early responsibility

If you want to work your way to the top – and fast – hospitality and tourism is an ideal place to get started. If you work hard, acquire your qualifications, get on with customers and colleagues, and show initiative, very soon, you'll find yourself in a senior position managing people and projects. Many managers start out in entry-level positions and progress through

on-the-job training and dedication. Learning on the job means the possibilities are endless! A kitchen porter could become a restaurant manager or executive chef with the right training and experience. This is an industry where anyone can thrive with the right skill and determination.

Get the right training and you could showcase your creativity or be leading and inspiring your own team.

6. Not 9-5

If you're the sort of person who likes getting up at the same time in the morning, having the same routine day after day after day, then hospitality probably isn't for you. It involves a great deal of variety, not only in terms of the hours you work, but also the work you do during those hours.

7. Clear route in

There is a clear set of industry qualifications that are accepted across the industry and there are training providers right across Northern Ireland where you can train to achieve those qualifications from Springboard, the hospitality charity, who can help with entry-level training, your local college or apprenticeship provider for craft and management courses to degree programmes at the University of Ulster.

8. Great perks

In hospitality and tourism we're here to help our customers have fun, so we can also make sure we share some of that fun with each other in the form of employee perks. Rubbing shoulders with celebrities and gourmet meals are just some of the perks those in the industry could enjoy.

9. Great atmosphere

The world of hospitality is vibrant, lively, and always interesting and contains some of the most vibrant, lively and fun people you'll ever meet.

10. 200 million people can't be wrong!

The tourism industry globally boasts a workforce number of over 200 million people. Restaurants and hotels in particular make up much of that workforce and the best thing is you're definitely not stuck for choice with a career in either of these places. Waiting staff, sommeliers, hoteliers, mixologists and event coordinators all play a part in creating the welcoming hospitality experience.

If you'd like to join them, you can choose from a range of exciting career paths at all skills levels in a variety of disciplines.



Career options in the Hospitality and Tourism sector

There's more to hospitality and tourism than meets the eye. From accommodation and food service, to attractions and events, there are exciting career options at all skill levels in a variety of disciplines to explore. Read on for more insight into the different sub-sectors of the industry, as well as career profiles from those working locally across a variety of different roles.

Accommodation: The accommodation sector comprises hotels, self-catering, B&B and youth hostels to name a few. If you're looking for variety and the potential to progress, a career in accommodation could be for you! Whether you want to build a career in Northern Ireland or work around the world, there are a wealth of opportunities in accommodation, ranging from general managers, housekeepers, receptionists through to sales & marketing, human resources and gardeners.

Food service: If you have a passion for food, enjoy a sociable working environment and want a varied working life, a role within food service offers a wealth of opportunities. From restaurants to coffee shops, banqueting to events, you could be working front of house serving fine dining, fast food, coffees or drinks or back of house using your creativity to present a range of amazing cuisine!

Events: If you enjoy a fast-paced role, events are definitely the place to be! Whether working at sporting, music, corporate or charity events, the industry could offer you a role as a venue manager, events coordinator, sponsorship or marketing manager to name a few!

Passenger transport: Taxis, planes, buses and trains all form a critical part of the tourism experience, taking passengers to their destination, attractions and local restaurants, bars and events. Whether you want a role as a pilot, driver, cabin crew or a supporting role in a back office function, the possibilities are endless!

Attractions: Visitor attractions offer fun, sociable and rewarding careers. You could find work with organisations ranging!

Tourism support: There are a number of organisations that support the tourism industry including national and regional tourist organisations that are responsible for promoting, marketing and developing tourism in their region and tourist information centres. There are a wide variety of jobs available ranging from tour guides to supervisory and managerial positions.



Interactive career map

This **Interactive career map** will help you to explore the variety of roles in the Hospitality and Tourism sector and understand how they relate to each other, as well as skills requirements.



Sectoral insights: Video clips

Watch the video clips below for insights into the Northern Ireland hospitality and tourism industry and the skills required from those who work in the sector locally.



▶ **Richard McGowan, Project Manager - School of Excellence and Staff Wellness Centre at Galgorm Resort and Spa**

Watch Richard McGowan, Project Manager - School of Excellence and Staff Wellness Centre at Galgorm Resort and Spa explain his role, the skills that are required to work in Hospitality, and his advice for anyone interested in the sector.



▶ **Terry McCartney, Owner/Manager, Belmore Court and Motel**

Watch Terry McCartney from the Belmore Court and Motel explain how he defines excellence in hospitality and the skills which are key to building a successful career in the sector.



▶ **Jim Mulholland, Owner and Head Chef of No 14 at the Georgian House**

Watch Jim Mulholland, owner and head chef of No 14 at the Georgian House, Comber, describe what his role involves and the skills and attributes he believes are most important for developing a career in this area.



▶ **Ian Orr, Chef Patron and Co-Owner of Browns Restaurant Group and Ardtara Country House Hotel**

Watch Ian Orr discuss his career in hospitality and share his advice for those considering a career in the industry.



Hospitality and Tourism career profiles

Catherine - Marketing Manager, Galgorm Spa & Golf Resort

Typical working day

At risk of sounding clichéd, my role is diverse, and no two days are typically the same. First and foremost, my role predominantly involves supporting the marketing team in delivering various marketing campaigns, and that could involve brainstorming concepts, creating content and analysing performance.

Education/career path

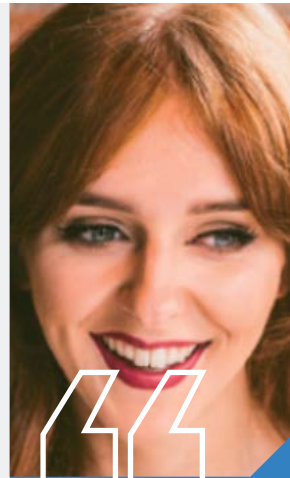
I studied A-Levels at a Grammar School and then completed a BSc (Hons) in Marketing at Ulster University and a Professional Diploma in Digital Marketing from the Digital Marketing Institute.

Most valuable skills for the role

Teamwork and communication. You cannot have one without the other.

Most rewarding part of job

The most rewarding part of the job is guest satisfaction. We're in the experience industry and have the responsibility of delivering memorable experiences day in, day out.



Find your niche and work on perfecting those skills. You can then dedicate short bursts of spare time to strengthening other areas. This will pay off in the long run.





Hospitality and Tourism career profiles (continued)

Janice - Housekeeping, Killeavy Castle Estate

Typical working day

Start at 8am, informal briefing with my manager, work out the plan for the day/room allocations and speak to the team.

It's a nice feeling knowing you have made the hotel look lovely for the guests – and great when you see them appreciate it!

Education/career path

I went to a specialist sports school in Manchester, leaving school after GCSEs. I then worked for a bit before doing a course in equine studies.

Housekeeping was one of the jobs I did when working for a bit; and always remembered I enjoyed it.

Most valuable skills for the role

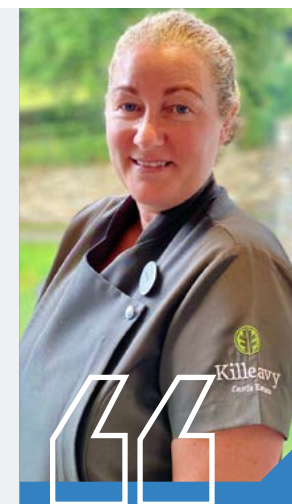
Teamwork, attention to detail, ability to adapt and work to deadlines. And most importantly, the ability to have a laugh and just being a nice person! It costs nothing to be nice.

Most rewarding part of job

Probably being appreciated for what I do. I think that's the most wonderful thing in the world. Not only being told it by staff, but seeing it in guests faces and hearing it when you are not supposed to. You know, when you overhear someone be positive about something you had a part in. It makes you feel good.

Future prospects in the industry

Hotel guests 'experience' a hotel, but book into a room. We make sure that room is perfect, and in my view, that makes the experience for the guest. The attention to detail skills we have in accommodation are SO transferable, to any role in the industry and wider afield. Personally, my goal is to manage a department, I know I have a bit to do to get there, I know I can and I know I will.



It's rare to work in an environment where so many people are actually very happy! It's a great job, and whether you decide to stay in the industry, or move elsewhere, you will learn life skills that can carry you anywhere.





Hospitality and Tourism career profiles (continued)

Joanne - General Manager, Lough Erne Resort

Typical working day

Every day is a different day – lots of variation, from carrying out a golf course inspection on one of our two championship courses, to sampling a new menu we are introducing in our award-winning Catalina Restaurant. Every day brings a new challenge. That's what I love about it.

Education/career path

I became General Manager by working my way up from the Sales & Events office to Business Development then Deputy General Manager. That's not an uncommon path in our industry. This is a sector that rewards hard work.

Most valuable skills for the role

I think in this role, organisational and planning skills are critical, along with a calming nature, strong directional approach and a genuine interest in people.

Most rewarding part of job

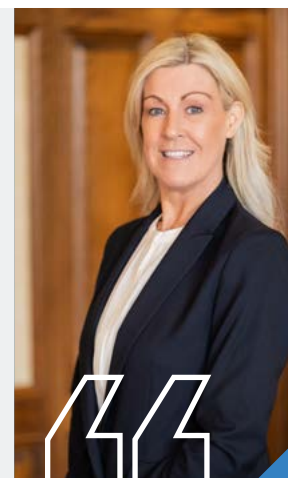
Guest satisfaction - the wonderful comments we receive that make us know it is all worthwhile. It's what gives everyone a real buzz.

Future prospects in the industry

I think the opportunities in hospitality have increased enormously since the sector reopened in May 2021. During lockdown some people opted to change careers and this has left plenty of new roles available for anyone interested in the hospitality sector – from guest service to trainee chefs.

Advice for those considering a career in the industry

With the right type of training the world is literally your oyster – go for it and believe in yourself!



Work hard, show commitment and dedication and you can develop and prosper in a hugely rewarding career.





Hospitality and Tourism career profiles (continued)

Micheál – Hotel Receptionist, Bishop’s Gate Hotel

Winner of NIHF Hotel Receptionist of the Year 2019

Typical working day

It’s anything but typical! We can plan and know who is arriving and departing but there is always room for surprises.

Education/career path

I started out studying Architecture at Ulster University, but my hospitality adventure started in September 2010 as Concierge at the Merchant Hotel in Belfast, where I also completed a Trainee Manager programme.

Future prospects in the industry

Travel & tourism is one of the fastest growing sectors and the opportunities are endless.

Advice for those considering a career in the industry

This is an exciting time to be involved in hospitality in Northern Ireland.



I absolutely love getting to know my guests. Whether a local or a guest from another country, I enjoy suggesting ideas to ensure every trip is tailor made to the guest’s satisfaction.





Hospitality and Tourism career profiles (continued)

Natasha - Wedding & Events Supervisor, Crowne Plaza Hotel

Typical working day

My working day would consist of dealing with conference and wedding bookings. Every day in the office is different as you are dealing with new clients and repeat bookers, and all their different needs and requirements.

Education/career path

I studied Travel & Tourism when I was in high school and then continued my studies in Belfast Metropolitan College. I started my placement working 2 days a week and I knew then how much I enjoyed working in a hotel.

Most valuable skills for the role

Critical thinking, sales leadership, teamwork, professionalism, a strong work ethic and most importantly a friendly smile.

Most rewarding part of job

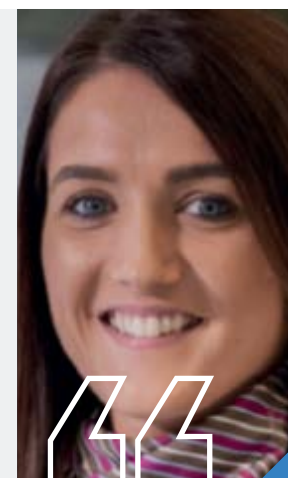
I really enjoy working with brides and grooms and making their day extra special for them at the Crowne Plaza Hotel. My job may be challenging at times but I love hearing the positive feedback we get from customers, and this creates a great atmosphere and environment to work in.

Advice for those considering a career in the industry

The hospitality industry allows you to develop yourself, professionally and as a person. If you show commitment, great people skills, have exceptional attention to detail and show enthusiasm and attitude, you will grow within your job.

Future prospects in the industry

Since starting in the Crowne Plaza I have progressed year on year and I hope in the future I will become an events manager.



You get experience in all different departments and you learn something new every day. This is a great opportunity for career progression.





Hospitality and Tourism career profiles (continued)

Charlie - Head of Events and Customer Experience, ICC Belfast

Education/career path

I am a graduate of Ulster University and have obtained further qualifications from both the Chartered Institute of Marketing and the Institute of Leadership and Management.

I have worked in a range of industries including automotive, education and economic development, and originally joined the ICC Belfast/Waterfront Hall/ Ulster Hall team in April 2018 as the Head of Digital. I was appointed to the role of Head of Events and Customer Experience in January 2020.

Most valuable skills for the role

Effective people and project management skills. I lead a team that is based across two sites and who having varying shift patterns. This means I need to communicate clearly and be as process driven as possible.

Most rewarding part of job

The most rewarding part of my job is knowing the impact our events have for Belfast and Northern Ireland socially, culturally and economically.

We have delivered £115m economic impact through conferencing alone in the past four years and from an entertainments perspective we enhance the night time economy of a resurgent city, which is great to be a part of.

Future prospects in the industry

The events industry is in growth mode and new roles for individuals with specialist skills are always being created so I anticipate there being a lot of opportunity in the years to come. The skills developed can be translated to roles anywhere in the world, so the next few years will be an exciting time to be involved.

Advice for those considering a career in the industry

If you're particularly passionate about a specialism within the events industry, whether it's marketing, production or health and safety, take the time to research the kind of roles that exist in this field and compile a list of the skills and qualifications you might need to progress. By developing these core skills from an early stage, you'll have a wealth of knowledge and potentially experience that employers will be keen to nurture and develop further within their organisation.



The two diverse sides of our business, conferencing and entertainment, mean that there is a lot of variety in my role. One day I could be focusing on the successful delivery of an international medical conference attended by 5,000 delegates from around the globe, and the next could be a comedy gig attended by a local audience.





Hospitality and Tourism career profiles (continued)

Lynn - Assistant Events Manager, The Merchant Hotel

Typical working day

I start with checking emails in case there are any last-minute changes/updates over night for weddings and events. Prioritise email and see who I need to go back to first. Update the operations team on any changes for the day as soon and possible and of course the chef! Once this is done a deep breath and relax into the busy day of planning.

Education/career path

I studied for GCSEs and then went on to complete a GNVQ leisure and tourism with A Level Art. After this I went to the Ulster University and completed my BA Hons Leisure Tourism and Cultural Management with a Diploma in Industry Studies. During my time at university I was able to do a placement year in the marketing department of Bangor College. I then went on to get a full time job as brand ambassador for Miller Beer.

Most valuable skills for the role

Listening to what the guest wants and good product knowledge. Be welcoming, and show your enthusiasm to the guests.

Most rewarding part of job

Seeing the smile in a couple's face as they walk into the room that you have planned with them and set up on their wedding day. When you get that card or email to say they had an amazing day. With other events it is the atmosphere when you walk into the room just before the event starts, the music is playing, everything is set and you know it is perfect!

Future prospects in the industry

With weddings a lot of couples are wanting to organise more parts of their day. They have less guests but concentrate on food, beverage, or entertainment more. With the pandemic it has hit the industry very hard but we are fighting back now!

Advice for those considering a career in the industry

Don't give up. I remember 7 years ago going for a wedding coordinator position and being told that I had great sales experience but no wedding/events experience. Within 4 months I had changed my job and looked after events of up to 300, and weddings of 100. Two years later I am now the assistant manager of the only red AA 5 star hotel in Northern Ireland, and I welcome events and weddings of all sizes to the hotel, selling, planning and implementing every day. This is what I love!



Events are an ever changing industry. People want bigger and better set-ups than the last time, to keep guests entertained and amazed.





Hospitality and Tourism career profiles (continued)

Cheryl - Marketing Manager, Carefree Travel

Typical working day

We start at 9am to catch up on admin work. I check up on my Facebook post's analytics – see what's performing well and what's not. Throughout my day I work through my emails; a combination of travel industry news/updates and offers. I have to balance priorities between Facebook, website, Instagram, in-office promotion and organisation of training/promotional events. Also I deal with the public - answering queries, taking the over-flow of calls when the sales team is busy.

Education/career path

After achieving GCSEs and A Levels I took a year's break from full time education. After this, I went on to study the BTEC level 3 course in Travel & Tourism with a subsidiary in Hospitality, as I wasn't 100% sure what career path I wanted to pursue. I thought this subject would cover a wide range of industry sectors and help me find something I was passionate about as my previous part-time jobs had all been in the hospitality industry. I then continued with a Foundation Degree for Hospitality and Tourism Management. After my work placement with Carefree Travel I was kept on to help with the marketing and in 2019 I was promoted to Marketing Manager.

Most valuable skills for the role

Strong communication skills and networking ability and strong organisational, creativity and writing skills.

Most rewarding part of job

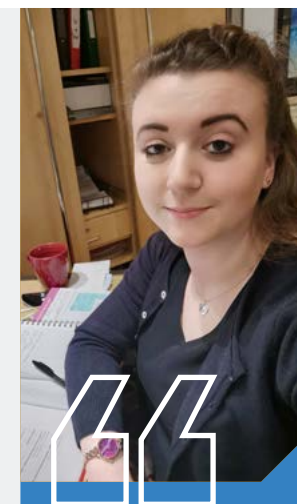
Putting time and effort into a project for it to turn into something successful and noteworthy among your colleagues, employer and peers.

Future prospects in the industry

There will always be the need for a Travel Agency. You want that extra layer of security knowing your money is protected and if something unexpected were to happen; you have us to help fix it for you. It's better to leave your travel planning to the professionals.

Advice for those considering a career in the industry

No one ever goes into a position knowing everything there is to know about that job, we have travel consultants who have been here 20+ years and still learning.



**The travel
industry is so
fast paced and
ever changing.**





Hospitality and Tourism career profiles (continued)

Katherine - North West Regional College (NWRC) Travel and Tourism graduate - Travel Student of the Year 2018

Katherine won the title of Northern Ireland Travel Student of the Year 2018.

She completed the Access Diploma in Combined Studies and then the Foundation Degree in International Travel and Tourism Management at NWRC:

“I have been travelling since I was 19 and I felt that if I was going to be spending so much of my life travelling it would be in my best interests to gain a recognised qualification whilst doing what I love.

The chance of a six-month work placement was a huge draw for me, I was able to network with past contacts gaining a work placement at a summer camp in Canada where I previously worked. I gained valuable industry experience and loved every minute of it.”

In a varied career Katherine has worked locally, in Canada and with the South Shore YMCA in Cape Cod Massachusetts.

As well as completing the Access Diploma and Foundation Degree at NWRC, Katherine also undertook a number of part time courses at NWRC including Photography and OCN Level 2 in Tour Guiding. She was subsequently accepted by the University of Central Lancashire to study Management in Tourism.



I believe that travel and tourism has the ability to bring people together, it has the capacity to change lives and for me it has definitely altered the course of my life and helped shape me into the person that I am today.



There was a question in one of the comments which I have display below:

Do we have an update on this student and their career today?



Hospitality and Tourism career profiles (continued)

Shannon – Travel agent, Terra Travel

Typical working day

I answer all customer enquiries for different types of holidays through phone calls, via Facebook messages and also face to face. I also search for different deals that could attract customers and put these in our window shop or advertise on Facebook.

Education/career path

I studied Travel and Tourism for A level, and after leaving school I knew I wanted to continue with it, so I completed a 2-year Foundation Degree in Travel and Tourism at Southern Regional College, which I loved. We had to do a 6-month work experience for this course and I applied to do mine in Terra Travel and this then led me to have a career in Terra Travel after my studies.

Most valuable skills for the role

Teamwork is also important as I am working alongside my colleagues.

Most rewarding part of job

Finding my customers the perfect holiday is definitely the most rewarding part of my job, and I want to make sure all my customers are satisfied. I want all my customers to feel the excitement of booking a holiday, so I will try my best to find what they are looking for.

Future prospects in the industry

The world is your oyster!

Advice for those considering a career in the industry

I would recommend working in a Travel Agency to anyone. Each day is different, which is an advantage. Not only is it a fun and rewarding job but it also comes with lots of perks too!



Communication skills are extremely important as most of the time I am talking and interacting with different customers throughout the day.





Hospitality and Tourism career profiles (continued)

Alise – Travel & Tourism Student, Northern Regional College

Why did you want to study Travel & Tourism?

I decided on cabin crew as my preferred career, and this course suited it perfectly. It also seemed like something a little unique and different.

How did you find studying at the college?

I loved it and still do as I am always excited to learn something new. I feel like I will gain a lot from my course, to help me in the future.

Advice for those considering studying Travel and Tourism

Just go for it. I have been on this course for the last couple of years and I am still interested in it. Some assignments can be challenging, but you will always have a teacher or your classmates to guide you. It's important to keep your goal in mind when you feel like you are having difficulties.

Future prospects in the industry

I would like to be cabin crew in the future. Hopefully it will be possible soon, and I will try applying for Virgin Atlantic multiple times if I have to, as it seems like an amazing place to work.



I can speak two languages, and for the career that I want specifically, I feel like it will be a huge advantage for me, and increase the options for flights I work on.





Hospitality and Tourism career profiles (continued)

Tim - Operations Manager, Beannchor

Typical working day

No day is ever the same in hospitality, but typically I would start my day walking round all our venues, checking everything is up to speed, and staff are on the ball. I would liaise with management and offer any help or assistance to get things done.

Educational/career path

My career began as a bar back and I quickly grew fond of the sociability of the job and kept at it. After I left school, I moved up to management and just kept moving up the ladder as the company expanded. Over 20 years later, I'm still with the same company and we're still expanding.

Most valuable skills for the role

Experience. I have been fortunate to manage many different types of venues from pubs to clubs, cocktail bars and hotels. Having that experience is invaluable when making quick decisions.

Most rewarding part of job

Bringing to life a project or venue and making it a success. That and building the team around it, and seeing individuals progress within the company or industry.

Future prospects in the industry

It's an ever-expanding sector and we need more to get on board - we need skilled chefs, bar staff, receptionists, housekeepers, food and beverage managers, sales managers, the list goes on...

Advice for those considering a career in the industry

You can gain qualifications while you work, getting valuable training and transferable skills across many departments. Go for it.



If you graft and show the right attitude, you can progress very quickly.





Hospitality and Tourism career profiles (continued)

Colin - Executive Chef, Westville Hotel, Enniskillen

Typical working day

I start my day early to plan and organise the day. The kitchen day is 6.30 am to 9.15 pm. Some days, I will be there to manage the breakfasts, go home at noon, and return at 6pm which means I can take time out to go to the gym. In terms of my working day, the shifts are flexible.

Education/career path

I studied NVQs at South West College and then a specialised catering college, where I obtained a Bachelor's Degree in Professional Cookery. I took time out to go travelling, visiting Australia and Thailand for one year. This broadened my horizons and introduced me to different styles of cooking.

Most valuable skills for the role

People management. Working well with people to keep everyone happy. This makes the team productive. You can't adopt the same style of management for everyone.

Future prospects in the industry

Chefs' wages are rising, so this role is becoming more attractive. Head chefs now take work-life balance more seriously and there is a trend of a 4 day working week. Jobs advertised are often 3.5 days on and 3.5 days off.



Go to your local restaurant and ask for work experience for one weekend. If you enjoy it, you will know immediately.



Hospitality and Tourism career profiles (continued)

Gavin - Bar Supervisor, Corr's Corner

Typical working day

My typical day can involve anything - from cleaning, staff training, making sure all guests are satisfied and even making and tasting cocktails! The range changes every day with no two the same, but especially resuming post-COVID keeps us on our toes as we adapt.

Education/career path

McKeeever Group has encouraged me to undertake a Level 2 and Level 3 Apprenticeship, through which I was able to take the position of Supervisor. They recently encouraged me to undertake the HLA to advance further.

Most valuable skills for the role

Communication - being able to understand the needs of the customer, of those you work and interact with, and being able to control the dialogue to ensure all parties are satisfied.

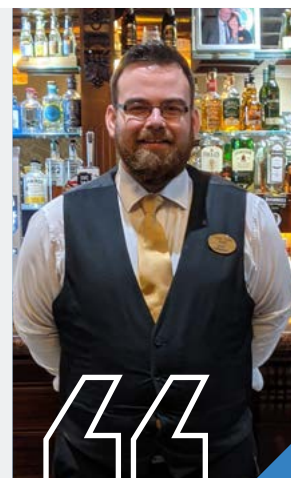
Clear communication can escalate or defuse a situation. It can leave the customer feeling cherished or feeling neglected.

Most rewarding part of job

The sense of achievement and pride in making a customer's day by exceeding expectations has to be the most rewarding - nothing beats bringing a smile to people.

Future prospects in the industry

I believe job prospects are great - we are getting better, and going further to meet and exceed customer expectations, whilst the customer themselves is more willing to travel for options.



Go for it! Even if you're not sure of your final destination, the experience and skills you learn will set you up in any industry.





Hospitality and Tourism career profiles (continued)

Joel – Graduate of Galgorm Bar Academy

Typical working day

I start the day by ensuring the bar is cleaned and stocked so it is ready for service and replenished throughout my shift. During service, I ensure I deliver a high standard of drinks service while interacting with guests. After service, I clean and wash the bar down and restock it for the next day.

Education/career path

I studied for my degree in Leisure and Events Management at Ulster University. I started out as a Kitchen Porter washing dishes but I wanted to be more customer facing. When I moved to the front of house, I loved every minute of it. I applied for a bartender position with Galgorm Spa & Golf Resort and joined the Bar Academy. It provided me with an industry-recognised qualification and secured employment with an industry leading company, opening up many future career pathways within the Galgorm Collection.

Most valuable skills for the role

The ability to work under pressure, as I may be responding to four or five orders at any one time. By taking the time to learn about your products, it will give guests the confidence to explore drink offerings they may have never sampled before.

Most rewarding part of job

Knowing you have provided your guests with an experience they will remember, and that they will want to return due to the customer service provided. Seeing guests return and remember you is a great feeling.

Future prospects in the industry

My goal is to progress in the hospitality industry to a management position, where I could run and organise events, allowing me to combine my passion for the industry and utilise my Leisure and Events Management degree.

Advice for those considering a career in the industry

Although a career in this industry requires hard work and dedication, it can be extremely rewarding. I would also say it is a very sociable and rewarding industry to work in, as you build a rapport with guests, and your colleagues become your friends for life.



To offer exceptional service, a Bar Person must hold strong product knowledge, as guests will ask questions about the different styles of drinks, their origins and brand comparisons.





Hospitality and Tourism career profiles (continued)

Megan – Food and Beverage Assistant, Hastings Hotel Group

Typical working day

I currently work in the food and beverage department of the Grand Central Hotel in Belfast. This involves serving food, working as a barista, being responsible for organising buffets for up to 300 guests. Further I am involved in the setting up and waitressing in large functions and banquets the hotel holds such as The Open Golf Tournament and the Royal Visit from Prince Charles and Camilla.

Education/career path

For as long as I can recall I have always wanted to work within the tourism and hospitality industry. I decided the best option for me was to study Travel and Tourism full-time at Northern Regional College.

After working hard to achieve my Level 3 Diploma in Travel and Tourism I was accepted to study International Hospitality Management at the University of Ulster. The teaching was followed with practical exercises such as working with the

University's award-winning restaurant "The Academy" which allowed us to get both front of house and back of house hospitality experience. We also had to complete a year's work placement within a hospitality business, I chose to work in the Grand Central Hotel, part of the renowned Hastings Hotel Group.

When it comes to work experience my resume is not particularly long, however I have been lucky to have had the opportunity to work in two of the most famous and prestigious hotels in Belfast. During my first two years at University, I worked at the Europa Hotel and then during my placement to present day at the Grand Central Hotel.

Future prospects in the industry

Now that I've finished university, I hope I can now dedicate my time to become a higher member of the Hastings team.



My ambition is to work my way to supervisor and then to assistant food and beverage manager through the hotel's management training programme.





Hospitality and Tourism career profiles (continued)

Jonathan - Business Markets Manager, Titanic Belfast

Typical working day

Given the nature of the business no day is the same. I could be in the office looking after my clients, developing new event concepts, hosting site visits, listening in on a webinar for the latest industry trends and working with the planning team. Otherwise I'm travelling, attending sales missions and trade shows to ensure we are on national and international event organisers 'must-visit' lists.

Education/career path

I completed a Business Management degree in Hotel & Tourism at Ulster University and embarked on my career in Sales and Event Planning for Hilton Hotels. In 2015, I started work at Titanic Belfast in a similar role, but with a national and international focus. In 2019 I was promoted and I now lead the team that sell our event spaces locally, nationally and internationally.

Most valuable skills for the role

I need to be passionate, believe in my product and be able to sell it. I also need to be customer focused, organised, driven and solutions focused to ensure I deliver for my clients.

Most rewarding part of job

It's a privilege to work with both my clients and our internal teams to deliver world-class events that befit our setting. I am also excited for the industry's recovery post-pandemic and can't wait to be part of this.

Future prospects in the industry

With huge investment in Belfast's hotel infrastructure, the increasing popularity of Belfast as a destination, married with success of large scale events in recent years, which show Northern Ireland's 'can-do' attitude, I believe Belfast's presence on the national and international hospitality stage will only increase, as will job prospects.

Advice for those considering a career in the industry

Absolutely 100% go for it! The industry is in recovery and now is an exciting time to get involved as we regrow. It's an exciting and challenging industry and you will never get bored.



I love the satisfaction I get when we win international business for the city. Many of these events have been in the pipeline for many years so it's great when they come to fruition.





Hospitality and Tourism career profiles (continued)

Ellen - Duty Officer, Titanic Belfast

Typical working day

The nature of the business means no two days are ever the same. I work across Titanic Belfast and SS Nomadic as Duty Manager. I start my day by hosting the morning briefing session. Throughout the day I'm on the floor in a customer facing role while working with and directing our Visitor Experience, Ticketing, Security, Housekeeping and Facilities teams to ensure daily operations run smoothly. I can also be called upon to support the daily operation of the Visitor Attraction team, conduct tours and deliver staff training.

Education/career path

After my A levels I applied to do a foundation degree in Travel and Tourism at Belfast Metropolitan College. This coincided with the opening of Titanic Belfast and in 2012, I attended its original 'T' factor auditions and the rest is history. I started in a part-time Visitor Experience role and after I completed my course, I became a permanent team member, from then my role progressed from a tour guide to Team Leader to Duty Officer.

Most valuable skills for the role

Quite simply, I'm an ambassador for Titanic Belfast, Belfast and Northern Ireland. For this, I need to be passionate and customer focused. Every day I need to have a 'can-do' attitude and use communication, interpersonal and problem-solving skills.

Most rewarding part of job

After nine years, it's still the same – I love to see our visitor's reaction to the Titanic Experience, no matter where they come from.

Advice for those considering a career in the industry

Go for it. Tourism as an industry in NI is re-growing – it is exciting, challenging and diverse.



With new products and increasing visitors to Northern Ireland, its full steam ahead with opportunities for people with the right skills, qualifications and determination to succeed.





Hospitality and Tourism career profiles (continued)

James - Facilities Manager, Titanic Belfast

Typical working day

I manage the in-house facilities management function, which is responsible for the pre-planned and reactive maintenance for the business and its assets. On a daily basis I oversee the work and conduct of our maintenance technicians, team leaders and contractors. I'm also point of contact for new projects, contractual site surveys and emergency situations and disaster recovery.

Education/career path

After attending school, I carried out work experience at MCA Systems, progressing into an electrical apprenticeship, then a full-time job as a site engineer. I stayed with the company for 16 years and my area of expertise was in Building Energy Management. Over seven years ago, I applied for a role at Titanic Belfast as a Building Services Engineer to gain wider experience. I was promoted to Facilities Manager. The scope of our roles changes daily so I'm constantly learning. I'm currently completing a Diploma in Facilities Management, supported by Titanic Belfast.

Most valuable skills for the role

Being able to understand the job at hand and the dynamics of the business is vital.

Most rewarding part of job

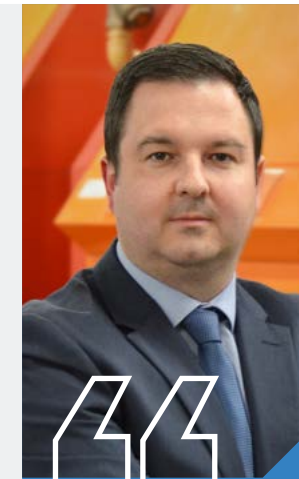
There is never a quiet day. At Titanic Belfast, we always work to ensure that we deliver five-star experiences and are always pushing forward. This means we have exciting new projects to work on, which in turn provides new ways for us develop our skill set.

Future prospects in the industry

With economic growth, improved technology and business development, facilities, specifically in the tourism sector is growing and will provide more job prospects.

Advice for those considering a career in the industry

Facilities management is a vast area and is connected to the success of so many other industries. It's good to have an idea of what you would like to specialise in and combine it with an area you are passionate about. For me, this is tourism, as there is never a dull moment.



You need to be a problem solver with a proactive, adaptable and organised approach. However, most importantly, you need to be able to work with, listen to, communicate, understand and learn from a range of different people.





Hospitality and Tourism career profiles (continued)

Jason - Team Lead, Museum and Visitor Services, Derry City and Strabane District Council

Typical working day

A typical working day would involve interacting with my team and making sure the buildings are safe for the staff and visitors; carrying out admin duties which include building management, health and safety duties, invoice sign off and maintaining staff records; managing the operational team on the floor; managing different events daily that range from weddings, mayoral events to concerts and corporate events.

Education/career path

I have always been interested in construction, and completed my National and Higher National Diploma in Construction with North West Regional College. During my full time studies I held down a job in an entertainments facility and in a short space of time I was promoted to supervisor. I really enjoyed the role of managing staff and have since enrolled on a number of courses that benefit the role of supervisor/manager, including, Level 5 in Leadership and Management, NLP in Linguistics, time management and dealing with difficult situations.

Most valuable skills for the role

Necessary skills in my opinion would include being able to work under pressure, having good organisational skills and working to deadlines.

Most rewarding part of job

Personally it would be working with people and seeing them grow both personally and professionally, and helping them on their journey. Professionally, the satisfaction of pulling off a successful event whether it be small scale or large.

Future prospects in the industry

With a brand new museum opening up very soon, there will be opportunities for people for different roles within the museum and visitor services sector, which will be exciting and something I'm looking forward to.

Advice for those considering a career in the industry

I feel privileged to be working within the museum and visitor services sector, as the majority of people you are dealing with are visiting the facilities to have a good time such as people on their holidays and locals exploring what is on their doorstep. With this clientele the vast majority all bring a good atmosphere/energy, and as a visitor services employee it is about matching their energy and providing a welcoming and professional service at all times.



Being approachable is key to being a good line manager, and having good interpersonal skills is invaluable when trying to keep a good atmosphere within the workplace.





Hospitality and Tourism career profiles (continued)

Lyndsey - Emirates

Typical working day

I am not sure there is such a thing as a typical day within my role. This week I've spent a couple of days renewing annual travel contracts for corporate clients, attended meetings and carried out product training with key leisure accounts. Most days I take a number of calls, anything from general enquiries to a Travel Agent having an issue with a booking.

Education/career path

After studying Travel and Tourism Management at Belfast Metropolitan College, I went on to complete a BA Hons Degree in Tourism Business Management. More recently I decided to go back to University and gained a Master's Degree in Professional Software Development. Throughout my studies I worked part time both inside and outside of the travel industry. My first full time job within the industry was with Northern Ireland Travel News working as a Marketing and Events Co-ordinator. I then worked for Travel Solutions as a Marketing and Commercial Executive. I have been in my current role with Emirates since 2015.

Most valuable skills for the role

Strong customer service skills, ability to sell and negotiate, and to be commercially aware. You should have good time keeping, organisational and multitasking skills. It is useful to have experience within the industry.

Most rewarding part of job

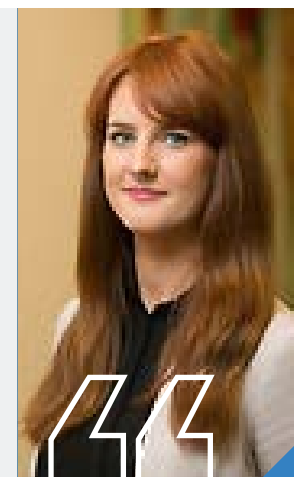
I enjoy the work, the flexibility and variety of the job and the challenges it presents, the people I work with and the relationships that I have built along the way. When not working I love to travel so the great flight perks go a long way!

Future prospects in the industry

Travellers are becoming more adventurous, so where there is demand there will be a host of companies ready to supply. The industry is not without its challenges, for example the Coronavirus pandemic has had a negative impact on travel on a worldwide scale. However, the industry as whole has proven before that it can ride a storm and come out the other end. Locally, there has been an increase in new Travel Agencies opening up and Tour Operators expanding their holiday portfolios so I believe the future career prospects in the Travel Industry look good.

Advice for those considering a career in the industry

Many jobs will require experience so try to work part-time in the industry while studying if you can.



The travel industry is very diverse and there are many job roles you may not have thought of. Once you find a job you will start to grow your career in the direction that is best suited to you.





Passenger Transport

Bus and Coach Driver

TYPICAL WORKING DAY

Although each day differs, the start of each day is much the same. You will be responsible for keeping the coach clean, doing basic vehicle checks before taking your vehicle out and reporting any incidents to inspectors back at the depot. If you are on a scheduled service, you will travel along planned routes, making scheduled stops along the way. With tour work you could be taking groups around Northern Ireland, the Republic of Ireland, the UK, or within Europe. These trips could last up to two weeks, depending on the group's itinerary. Longer trips will usually be 'double manned', which means you will have two drivers to do the work in order to comply with drivers hours regulations.



EDUCATION/CAREER PATH

To become a bus or coach driver you will need to:

- ▶ Have a full car licence
- ▶ Be 18 years of age
- ▶ Apply for a provisional lorry or bus licence.
- ▶ Pass the 4 tests that make up Driver CPC to qualify
- ▶ Take 35 hours of periodic training every 5 years to stay qualified



VALUABLE SKILLS FOR ROLE

- ▶ Excellent driving skills
- ▶ Customer service skills
- ▶ Good time management
- ▶ Knowledge of public safety and security
- ▶ To be thorough and pay attention to detail
- ▶ Patience and the ability to remain calm in stressful situations
- ▶ Knowledge of transport methods, costs and benefits
- ▶ The ability to work well with others
- ▶ The ability to operate and control equipment
- ▶ The ability to accept criticism and work well under pressure
- ▶ To be able to carry out basic tasks on a computer or hand-held device
- ▶ Knowledge of traffic regulations
- ▶ An understanding health and safety issues



MOST REWARDING PART OF JOB

There is so much to explore and no better way to explore than on an escorted tour, and all these experiences are shared and enjoyed by the drivers who get to visit new places and meet new people.



There is a great sense of pride and satisfaction in getting people to where they want to go safely, with the added bonus of a great holiday and lovely memories.

FUTURE PROSPECTS IN THE INDUSTRY

With experience, you could become a transport manager, tour manager or coach tour operator.



There is also the opportunity to set up your own business. For this you'll need the Transport Manager CPC in Passenger Transport.



Explore Apprenticeships in Hospitality and Tourism

Apprenticeships are a great way to launch into the industry offering young people their first step into a potential future career. Read on to find out more about apprenticeships and how some local people have used them as a springboard to a successful career in the hospitality and tourism industry.

▶ Earn a wage while developing your skills

Apprenticeships allow you to earn a wage while you gain practical experience. They mean no student loans or tuition fees. You might start out on a standard apprenticeship salary but as you develop your skills you increase the potential to earn more.



▶ Secure great career prospects

An apprenticeship means you are able to progress your career quickly. You might have the opportunity to carry on working in the same place or look for a similar job in a different company. Having industry experience goes a long way, so being able to show that you've got that plus an apprenticeship will give you a huge advantage over other applicants.



▶ Get support to help you build and develop your career through high-quality training

One of the advantages of doing an apprenticeship and being able to put the skills you learn into practice is that someone will always be on hand to learn from and show you how things are done.



For more information on apprenticeships, see the Hospitality and Tourism entry routes section later in the bulletin.

What apprenticeships are available?

New apprenticeships have been agreed by leading industry employers which will train you to a high standard to ensure you have the skills, knowledge and behaviours to succeed in the industry:

Level 2	Level 3	Level 4/5 Higher level apprenticeship
Hospitality Team Member	Hospitality supervisor	Higher level apprenticeship in hospitality and tourism management
Commis chef	Chef de partie	

Find apprenticeship training

When you start an apprenticeship, your employer will help you arrange “off the job” training. You can use the [Search for apprenticeship training contractors](#) to find out who delivers apprenticeship training near you.





Hospitality and Tourism apprentice profiles (continued)

David - Chef Apprentice at Shu

Typical working day

We start around 9/9:30am. All the gas stoves and ovens have to be turned on at the beginning of the day. We start prep for our sections, making sure every component is ready to begin lunch service at 12pm. Once service starts, we cook to order until the end of lunch service. Afterwards we clean down and start setting up for dinner service. At 5:30pm we begin service until 9:30pm, then clean down again getting ready for the next day.

Education/career path

At school I was interested in Maths and Technology oriented subjects, studying Technology and Design for A level. I applied for the Shu apprenticeship because I have had a passion for food from a very early age.

I began my apprenticeship in September 2020 and have learnt many new skills including the fundamentals of French cooking techniques.

Most rewarding part of job

Seeing the raw, fresh produce getting turned in great dishes, and having been a part of that process.

Meeting the amazing team at Shu, and seeing the local fresh ingredients going into beautiful dishes has boosted my passion for cooking even more.



I would definitely recommend an apprenticeship to others if they are passionate about amazing food. It is rich in hands-on experience and a great way for young people to progress in this industry.





Hospitality and Tourism apprentice profiles (continued)

Niamh – Spa Reception Manager [Level 2 Front of House Apprentice] Galgorm Resort and Spa

Typical working day

Checking guests in, taking payments, upselling treatments and retail to meet targets as well as ensuring guests journey with us runs smoothly. Along with ensuring my team uphold the high standards set on a daily basis.

Education/career path

I completed my A-Levels and began working within the hospitality sector in restaurants, and hotel reception. I began my journey with Galgorm as a Spa Receptionist and have progressed to Spa Reception Manager over the last year, with the help of the Level 2 Front of House and Level 3 Hospitality Supervision and Leadership progression route.

Most valuable skills for the role

Ensuring you are always attentive to guests' needs, and exceeding their expectations. Also having a drive to upsell availability to boost revenue.

Most rewarding part of job

Training new staff and seeing them flourish in their new roles, as well as building a rapport with Spa members and guests.

The benefits of doing an apprenticeship

This has allowed me to earn while working as a Spa receptionist, whilst also training to high standards through my apprenticeship which has allowed me to progress to my promotion as Spa Reception Manager.

Advice for those considering a career in the industry

Avail of any courses or apprenticeships available as it will also benefit you and increase your knowledge. Staying calm in the busy working environment, in order to have a calm working environment for the whole team and guests.



Being a team player is the main skill needed as you need a strong team when working at full capacity to ensure smooth running.





Hospitality and Tourism apprentice profiles (continued)

Beth - Assistant Manager, Pretty Mary's Bar & Restaurant, Moira

Hospitality Apprentice winner, Institute of Hospitality Awards for Professionalism 2020

Typical working day

No day is ever the same. I am just constantly busy whether it's serving customers, cleaning or making sure my team of staff are as happy as possible.

Education/career path

I started working in hospitality when I was 18. I completed my Level 3 NVQ in Supervising in 2019 and I have also completed a number of online training courses. I have since been promoted to Assistant Manager.

Most valuable skills for the role

Providing good customer service is a massive part of my job, and you need to have confidence, be well mannered and also level headed.

Most rewarding part of job

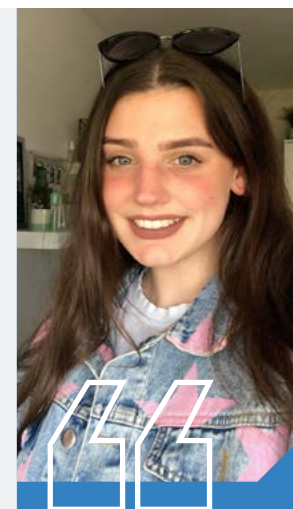
I love when people can come to my place of work and have a good time.

The benefits of doing an apprenticeship

Doing an apprenticeship solidifies everything you think you know about hospitality. You develop a better understanding of what you are doing and why you are doing it.

Advice for those considering a career in the industry

I would advise someone thinking of a career in hospitality that it is a challenging career path but it is very rewarding. There are so many different job opportunities and there is something to suit everyone.



I find it so rewarding when someone praises the food and customer service and has an overall positive experience.





Hospitality and Tourism apprentice profiles (continued)

Rebekah - Hospitality Management Apprenticeship - Front of House Manager in Thriving Life Church Café Newtownards

Typical working day

A typical day for me consists beginning the opening up process. I make sure that all jobs from the close before have been done. I check the machines, fridges, appliances and the till, and get ready for customers. I supervise the staff team to ensure that everything runs smoothly and will solve any issues throughout the day. At the end of day, I delegate tasks to each staff member for closing and then I will balance the till. After this I will close and lock up the building.

Education/career path

I started in my current company after A Levels. I began with a 6 hour contract to waitress, one night a week. I built up my experience until I was trained as a barista. After a year of being a Front of House member I then trained up in the kitchen to help the cook, and then eventually got trained to be the cook. After a year of being a cook and kitchen supervisor I was offered the job of Front of House Manager and have been in this role for almost 2 years.

Most valuable skills for the role

The most important skills are organisation, problem solving, time keeping and the ability to multi task. Throughout each day I have to not only think about my own tasks but also the tasks of all of the staff I am working with. I need to be ready to solve problems throughout the day.

Most rewarding part of job

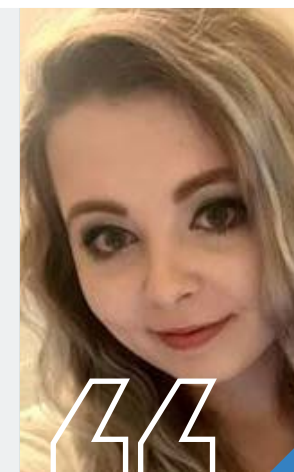
Serving all the regular customers we have and forming relationships with them all. Nothing makes me happier than to make someone's day a little better. As the manager, I love completing a rota that is helpful for all the staff and helping them to feel content. Once you have a happy staff team then the customers will get the best experience possible.

The benefits of doing an apprenticeship

I have found doing the apprenticeship so helpful. I have so much more confidence in my role and I have been able to use the knowledge that I have learned to improve the business.

Advice for those considering a career in the industry

I would say go for it. I have been in the industry for 5 and half years now and I love it. This is only a job for you if you love working with people – that's 95% of the job. There is so much variety within the industry that you can always find a position that suits you and that you love.



For me, there is nothing more rewarding than having a successful day where both staff and customers feel satisfied and valuable.





Hospitality and Tourism apprentice profiles (continued)

Ciara - Hospitality Management Apprenticeship - Shift Manager in McDonalds

Typical working day

A typical day in McDonalds as a shift manager can vary from dealing with customers, to running the shift, looking after all my crew members and making sure everything runs smoothly. I am also the training manager and I look after all crew trainers and make sure new members of staff get the right training to be able to do their job correctly.

Education/career path

I started my journey with McDonalds in 2018 as a crew member, then progressed to crew trainer. When I was asked if I would like to become a shift manager, I jumped at the opportunity. I never thought I would have a manager role as I left school with few qualifications. I have been in my new role for about 7 months now and I absolutely love it.

Most valuable skills for the role

Organisational skills, leadership, social skills, being able to talk to customers, especially in difficult situations. Being a problem solver is definitely a must, especially when dealing with different situations.

Most rewarding part of job

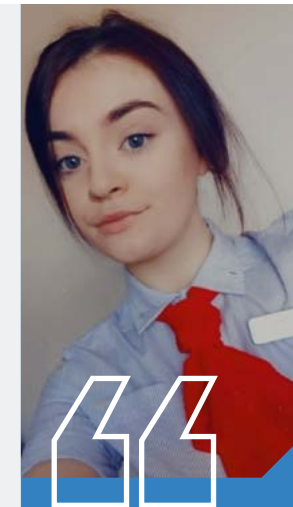
I definitely would like to make a career within McDonalds as it is a great place to work and there are so many different things to do within the company.

The benefits of doing an apprenticeship

The apprenticeship helps me progress further within the hospitality business, and I could take this anywhere within the industry. Another bonus is being paid while I'm doing my apprenticeship.

Advice for those considering a career in the industry

Be open minded – there are always changes happening within the store. It's not as easy as you think - it's not just burgers and fries. It can be very stressful, but also very rewarding, and you can develop yourself so much. 100% go for it.



The most rewarding part of my job is the recognition I receive. I have had great support from my business manager and other managers.





Hospitality and Tourism apprentice profiles (continued)

Angus – Conference and Banqueting Supervisor, Corr’s Corner

Typical working day

If you’re me, you do a bit of everything! A typical working day in Corr’s Corner for me can include things such as serving customers in the restaurant and grill, working on the bar, occasionally housekeeping, and setting up/ serving different conferences and events, for example, business meetings, weddings and other private functions.

Education/career path

Over the years I have been given opportunities to progress my career. I have completed multiple NVQs in food and beverage (including supervisory level) and from this it has given me the opportunity to partake in a HLA management course in hospitality. Other courses I have been involved in through my work include, first aid training, coffee and wine training and a train the trainer course. The new company training platform ‘Flow’ is also giving me an insight in to new things and this also brings new qualifications.

Most valuable skills for the role

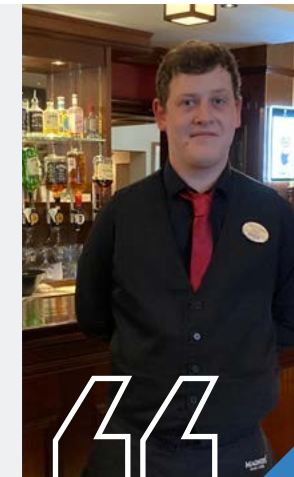
The main ones I believe that are important include good communication skills, problem solving skills, being able to work under high pressure circumstances, and one of the most important being teamwork.

Future prospects in the industry

In the future I hope to complete my management course and then hopefully I can follow that up by breaking into the management team in the McKeever Group.

Advice for those considering a career in the industry

I would say to someone starting out in hospitality, don’t be afraid to ask questions if you are unsure. There is no such thing as a stupid question and it also shows an eagerness to learn. Another would be not to worry if you make a mistake, as we are all human and prone to error, and most of the time people learn a lot from their mistakes no matter how big or small!



I feel the most rewarding part of my job is when I am able to meet and exceed customer’s expectations. If they have left the hotel satisfied and eager to return in the future, I feel like the team and I have done a good job!





Higher Education perspectives: Simon Russell, Ulster University

Simon Russell is Course Director for the International Hospitality Management programme at Ulster University. In this article, he shares his own career journey, describes the kinds of careers opportunities available in the local Hospitality industry and offers his advice to those looking to build a career in the sector.



What is your role at Ulster University and can you describe your career path to date?

"Upon graduating from the University of Ulster in 2002, with a BA (Hons) in Hospitality Management I enrolled on a Graduate Management Development Programme within a manufacturing consultancy company where I remained for 2 years. During this time, I planned and organised a range of events and seminars as well as compiling and designing in house literature and trade magazines.

I had a real desire to teach and was passionate about the hospitality industry but realised I needed to work in the industry and gain as much experience as I could in order that I could be a viable teacher.

In 2004 I headed to Australia where I used my hospitality background to secure numerous bar, restaurant, café and hotel jobs as I travelled throughout the country. On reflection this was the most influential time of my life where I had the opportunity to meet so many great people including chefs, event managers and bar managers.

Returning home in late 2005 I undertook the General Management of a local hotel. Wanting to pursue my hotel management skills further I took up position of Assistant Manager within a much larger hotel in Donegal and held management positions within each of the hotels from within their portfolio.

In 2007 I took up a position as Business Development Manager at the Mount Charles Group and soon I was managing one of their biggest contracts at Lisburn City Council Headquarters.

In 2011 I had the opportunity to further develop my strategic management responsibility taking up position as Area Manager within Henderson Foodservice, where I managed 12 cafes which fell under the Streat brand. A challenging job from which I learned a great deal.

In 2013 I finally had the opportunity to break into teaching and learning as this had always been my plan. I was offered the position of Vocational Tutor at Babcock International where I was able to deliver teaching, learning and assessment to a case load of approximately 40 learners

from within the industry. I was able to utilise my knowledge of the industry for the benefit of the learners within a wide range of work placements. During this time I completed my Certificate in Teaching at Ulster University.

In 2016 I was offered a full-time lecturing role at South Eastern Regional College, Bangor, coordinating Level 3 and Level 4 programmes in Hospitality and Catering. During my time at SERC I completed my PGCFE at Ulster University.

In 2019 I was offered the role of Lecturer in Food and Beverage Management at Ulster University on the BSc International Hospitality Management and Culinary Arts Management undergraduate programmes. In 2020 I became Course Director for the International Hospitality Management programme and have been successful in achieving my Fellow of the Higher Education Academy (FHEA).



**An interview with
Simon Russell**

Please describe the diversity of career opportunities in the local Hospitality industry. What progression routes exist for individuals hoping to access these career opportunities?

The roles in the industry include hotel management, food and beverage management, human resource management, revenue management, event management, marketing management and tourism policy, though this list is not exhaustive.

The BSc (Hons) International Hospitality Management is an internationally recognised passport to a successful management career in hospitality. The four-year degree offers key business management subjects alongside specialist hospitality, tourism and events modules.

Participants will enhance their knowledge in the key business management areas of strategy, marketing, finance, human resource management, operations management and entrepreneurship.

The degree is designed to meet the needs of those who want to work in hospitality management, which is now one of the world's largest industries.

Participants will develop a detailed knowledge of leadership and the associated skills necessary for management in this dynamic and exciting global industry.

Participants will also have the opportunity to pursue avenues such as teaching, lecturing, training, research and consultancy in relation to hospitality management.

The hospitality industry is composed of a diverse range of industries and employers including hotels, restaurants, cruise liners and public sector organisations such as destination marketing organisations.





**An interview with
Simon Russell**

What are the current and future skills demands in the NI Hospitality Industry?

Despite the current effects of a global pandemic with COVID-19, hospitality can help power the national economic recovery, providing jobs to those who have lost them, bring people back together for safe socialising and continue to meet those most in need in communities across the country.

The sector has suffered around 660,000 job losses in the last year and as we begin to re-grow the industry a wide range of job opportunities will be available. These job opportunities will include chefs at all levels, management and supervisors across the wide range of establishments as well as numerous customer facing positions.

Furthermore, the reaction to the global pandemic faced by our industry has shown how innovative and creative our industry can be and this is exactly what we will want to see in our students going forward.

What advice would you give to anyone interested in building a career in the Hospitality Industry?

It is important that any person interested in building a career in Hospitality should seek work experience and/or part-time employment to confirm their passion for the industry.

There is no requirement to have a degree to work in the hospitality industry. However, those seeking senior leadership and management positions in the hospitality sector will require a third level qualification or equivalent as key requirement and essential criteria in progression.

The development of Higher-Level apprenticeships are also a route that potential hospitality management professionals may pursue.

Within the University we have many potential career changers seeking access to the course and many of them graduate with an excellent degree classification and reach their career aspirations quickly following graduation.



It is essential to be passionate about hospitality, disciplined in your work flow, understand the business of hospitality and be able to provide exceptional customer service.

The reaction to the global pandemic faced by our industry has shown how innovative and creative our industry can be and this is exactly what we will want to see in our students going forward.



Hospitality and Tourism entry routes in NI

There are many routes into the Hospitality and Tourism industry

Which route is best for each individual will depend on a number of factors, such as specific career goal, preferred learning style, etc. Check out employer websites for further details of accepted/desirable qualifications.

While not intended as an exhaustive list of all entry routes to Hospitality and Tourism careers, this section aims to provide an overview of the options currently available within Northern Ireland.

Please be advised that course provision may be subject to change - you should always check with the course provider for the most up-to-date information on course availability.

Contact the Careers Service

If you would like to discuss your options with a careers adviser, please contact the [Careers Service](#)

Skills for Life and Work programme

Entry Level/Level 1 Skills for Life and Work programmes are available from September 2021. Training is available under the Hospitality vocational area, which will be delivered along with employability, personal development and Essential Skills qualifications tailored to the needs of each participant.

Details of training providers can be found on the [Skills for Life and Work](#) – training providers by council area webpage.

Apprenticeships

Please note, if you are interested in becoming an apprentice under the [Apprenticeships programme](#) or the [Higher Level Apprenticeships programme](#), you must be in a job or have found an employer who is willing to take you on as an apprentice. Finding someone to take you on as an apprentice is really like finding any other job. You can, for example, [search for apprenticeship opportunities online](#); contact your local [Jobs and Benefits office](#), search [JobCentre Online](#); search newspapers; look for vacancies on employer or recruitment websites; contact employers yourself (you should make them aware that you want to start an apprenticeship under the Apprenticeships

programme). You can also contact your local college/training provider, who may be aware of vacancies.

You can find information about apprenticeship providers in your area on the [Find apprenticeship training webpage](#).

Some employers may offer their own in-house apprenticeship/training schemes and these are usually advertised in the local news media.

You can find out more about apprenticeships on the [Apprenticeships](#) webpage.

Other training programmes

You can find information on other training programmes available across NI in [Training programmes](#). If you wish to discuss which training options best suit your individual circumstances, you may wish to contact your local [careers adviser](#), or work coach in your local [Jobs and Benefits office](#) for more information.

Further and higher education courses

Overleaf, you will find information on local further and higher education courses.



Hospitality and Tourism entry routes in NI *(continued)*

Further education qualifications are grouped together into levels, to show how they compare and what other qualifications they can lead to. You can find out more about this in [Qualifications: what the different levels mean](#).

The infographics overleaf highlight hospitality and tourism related programmes available at local colleges of further and higher education and articulation routes through the course levels.

There are also details of hospitality and tourism related undergraduate and postgraduate courses available at Ulster University in this section.

Further information

You may wish to use the [careers tools](#) available on the [NI Direct Careers](#) page to help you research career options and entry routes into the hospitality and tourism sector. You can also find details of hospitality and tourism websites in the Useful Websites section at the back of this bulletin.



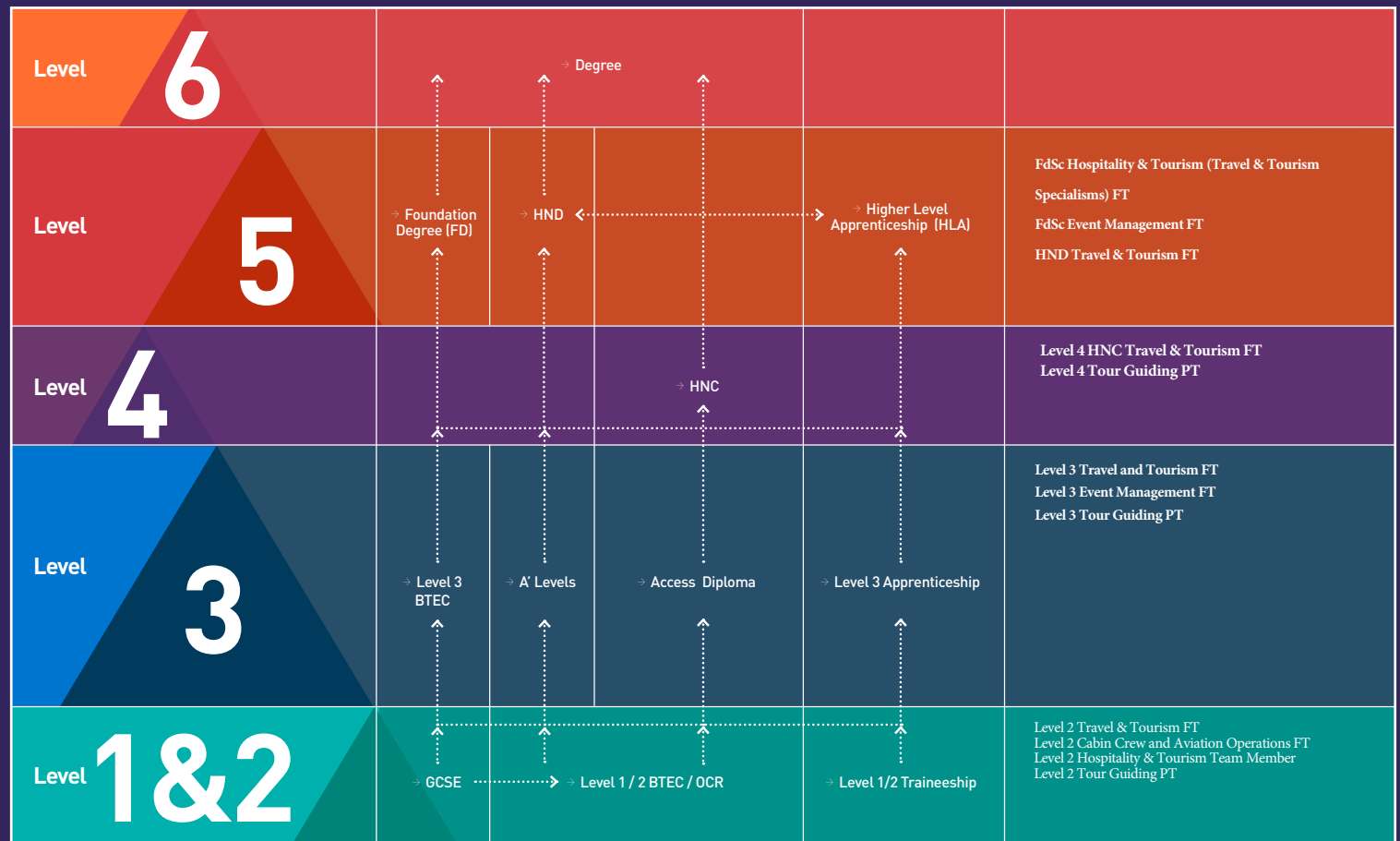


**Further
Education:
Hospitality and
Tourism
Qualification
Pathways**

	Full-Time	Part-Time	Employer Based	Courses
Level 6	→ Degree			
Level 5	→ Foundation Degree (FD)	→ HND	→ Higher Level Apprenticeship (HLA)	FD Hospitality & Tourism (Hospitality Specialisms) FT Higher Level Apprenticeship Hospitality Management PT Higher Level Apprenticeship Culinary Arts PT
Level 4		→ HNC		
Level 3	→ Level 3 BTEC	→ A' Levels	→ Access Diploma	Level 3 Hospitality FT Level 3 Supervision in Food and Beverage Service FT Level 3 Professional Cookery FT, PT & Apprenticeship Level 3 Patisserie and Confectionery FT & PT Level 3 Proficiency in Baking Industry Skills FT
Level 1 & 2	→ GCSE	→ Level 1 / 2 BTEC / OCR	→ Level 1/2 Traineeship	Level 2 Professional Food and Beverage Service FT PT Level 2 Hospitality & Tourism Team Member FT & Apprenticeship Level 2 Professional Cookery FT PT & Apprenticeship Level 2 Diploma Professional Commis Chef FT Level 2 Professional Bakery FT Level 2 Proficiency in Baking Industry Skills FT PT Level 1 Hospitality Services FT PT



**Further
Education:
Hospitality and
Tourism
Qualification
Pathways**





Further & Higher Education college provision

Belfast Metropolitan College (BMC) www.belfastmet.ac.uk

FULL-TIME

Level 1

- ▶ City & Guilds NVQ Level 1 in Food Preparation and cooking in Hospitality Services

Level 2

- ▶ City & Guilds Level 2 Diploma In Professional Cookery (QCF)
- ▶ City & Guilds Level 2 Diploma In Professional Food and Beverage Service
- ▶ FDQ Level 2 Diploma for Proficiency in Baking Industry Skills (QCF)

Apprenticeships

- ▶ City & Guilds Level 2 NVQ Diploma in Professional Cookery (QCF) – APPSNI

Level 3

- ▶ Pearson BTEC Level 3 Extended Diploma in Hospitality (QCF)
- ▶ City & Guilds Level 3 NVQ Diploma in Professional Cookery (Preparation and Cooking) (QCF)
- ▶ FDQ Level 3 Certificate for Proficiency in Baking Industry Skills (QCF)
- ▶ City & Guilds Level 3 Advanced Technical Diploma in Supervision in Food and Beverage Services
- ▶ Pearson BTEC Level 3 Certificate in the Principles of Event Management – AO

Level 5

- ▶ Foundation Science Degree Hospitality & Tourism Management with Specialisms (Validated by Ulster University)
- ▶ Foundation Science Degree in Event Management (Validated by Ulster University)

PART-TIME

Level 1

- ▶ Level 1 Award in Cake Decoration

Level 2

- ▶ L2 Certificate in General Patisserie & Confectionery
- ▶ Level 2 Professional Cookery Part Time
- ▶ Highfield Level 2 Award in Food Allergen Awareness
- ▶ Highfield Level 2 Award in Food Safety in Catering
- ▶ Highfield Level 2 Award in Food Safety in Catering (REFRESHER)

Level 3

- ▶ City & Guilds Level 3 NVQ Diploma in Professional Cookery (Preparation and Cooking) (QCF)
- ▶ ABC Level 3 Certificate in General Patisserie and Confectionery (QCF)
- ▶ Highfield Level 3 Award in Food Safety in Catering

Higher level Apprenticeship

- ▶ Higher Level Apprenticeship in Hospitality Management - in conjunction with Ulster University

Non-accredited

- ▶ Barista Skills
- ▶ Cookery Club
- ▶ Traditional bread making
- ▶ Traditional Cakes and Gateaux
- ▶ Junior Chef Academy

**Northern Regional College (NRC) www.nrc.ac.uk****FULL-TIME****Level 1**

- ▶ City & Guilds Level 1 Diploma Introduction to Professional Cookery

Level 2

- ▶ City & Guilds Level 2 NVQ Diploma in Professional Cookery
- ▶ Level 3
- ▶ City & Guilds Level 3 NVQ Diploma in Professional Cookery

Apprenticeships

- ▶ City & Guilds Level 2 Certificate in Professional Food and Beverage Service Skills - Apprenticeship
- ▶ City & Guilds Level 2 Professional Cookery - Apprenticeship

PART-TIME**Level 1**

- ▶ City & Guilds Level 1 Sugar craft

Level 2

- ▶ City and Guilds Level 2 NVQ Diploma in Professional Cookery (1 year fast-track)
- ▶ C&G Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
- ▶ RSPH Level 2 Award in Identifying and Controlling Food Allergy Risks
- ▶ RSPH Level 2 Award in Food Safety and Hygiene

Level 3

- ▶ City and Guilds Level 3 NVQ Diploma in Professional Cookery (1 year fast-track)

Non accredited

- ▶ Recreational – Baking Academy
- ▶ Recreational – Let's Cook!
- ▶ Recreational – Sugar craft Skills

North West Regional College (NWRC) www.nwrc.ac.uk**FULL-TIME****Level 1**

- ▶ NVQ1 Hospitality Services

Level 2

- ▶ FDQ Level 2 Diploma/Certificate in Professional Butchery
- ▶ NVQ2 Hospitality Services
- ▶ NVQ2 Professional Cookery

Level 3

- ▶ NVQ L3 Hospitality Supervision and Leadership
- ▶ NVQ3 Patisserie & Confectionery
- ▶ NVQ3 Professional Cookery

Level 4

- ▶ HNC Hospitality Management

Level 5

- ▶ HND Hospitality Management
- ▶ Foundation Science Degree Hospitality & Tourism Management with Specialisms (Validated by Ulster University)

PART-TIME**Level 1**

- ▶ Level 1 Award in Chocolate Skills

Level 2

- ▶ L2 Award in Food Safety
- ▶ L2 Award in Barista skills
- ▶ L2 Award in Food Allergen Awareness
- ▶ NVQ2 Food Production (specialising in cakes/desserts/pastry)
- ▶ NVQ2 Professional Cookery

Level 3

- ▶ L3 Award in Food Allergen Management in Catering
- ▶ L3 Award in Supervising Food Safety
- ▶ NVQ3 Patisserie & Confectionery
- ▶ NVQ3 Professional Cookery

Non-accredited

- ▶ Sugarcraft flowers and cake design

**Southern Regional College (SRC) www.src.ac.uk****FULL-TIME****Level 2**

- ▶ FFDQ Level 2 Certificate for Proficiency in Meat and Poultry Industry Skills
- ▶ FDQ Level 2 Diploma/Certificate in Professional Butchery
- ▶ Level 2 Professional Cookery
- ▶ OCN NI level 2 Hospitality Team Member

Level 3

- ▶ NVQ Level 3 Professional Cookery
- ▶ City and Guilds Level 3 Advanced Diploma in Food and Beverage Supervision

Apprenticeships

- ▶ Level 3 Award/Cert/ Diploma in Food and Drink Industry Qualifications Apprenticeships

Level 5

- ▶ Foundation Science Degree Hospitality & Tourism Management with Specialisms (Validated by Ulster University)

PART-TIME**Level 2**

- ▶ City and Guilds Level 2 in Barista Skills
- ▶ City & Guilds Level 2 Certificate for Pastry Cooks and Patisseries
- ▶ City and Guilds Level 2 Certificate in Professional Food and Beverage Service Skills
- ▶ NVQ Level 2 Professional Cookery
- ▶ OCN Level 2 Award in Barista Skills
- ▶ RSPH Level 2 Award in Food Safety in Catering

Level 3

- ▶ City & Guilds Level 3 Certificate in General Patisserie and Confectionery
- ▶ NVQ Level 3 Professional Cookery
- ▶ OCN Level 3 Award in Barista Skills

Non-accredited

- ▶ Bake your own bread
- ▶ Cake decorators Beginners
- ▶ Cake decorators Intermediate
- ▶ Cook 4 UNI Survival course
- ▶ Recreational Cookery- Beginners Cookery Family Classics
- ▶ Recreational Cookery- Christmas Festive Food
- ▶ Recreational Cookery- Curry and Thai House
- ▶ Recreational Cookery- Italian Dining
- ▶ Recreational Cookery- Tasty canapés and Tapas
- ▶ Recreational Cookery- Delicious Pastries and Puddings

**South Eastern Regional College (SERC) www.serc.ac.uk****FULL-TIME****Level 1**

- ▶ C&G Level 1 NVQ Certificate in Food Preparation and Cooking (QCF)
- ▶ C&G Level 1 NVQ Certificate in Hospitality Services (QCF)

Level 2

- ▶ C&G Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery) (QCF)
- ▶ FDQ L2 Professional Chef
- ▶ FDQ Level 2 Diploma in Professional Bakery
- ▶ C&G Level 2 Diploma in Professional Food and Beverage Service (QCF)

Level 3

- ▶ C&G Level 3 Food and Beverage Service Supervision
- ▶ C&G Level 3 Certificate in Hospitality and Catering Principles (Professional Cookery)

Level 5

- ▶ UU Foundation Degree in Hospitality and Tourism with Specialisms (offered on both a full-time and part-time basis)

PART-TIME**Entry Level 3**

- ▶ OCN NI Entry Level Award in Vocational Skills (Entry 3) (QCF)

Level 2

- ▶ C&G 5546-507 Improving practical skills and techniques (Level 2)
- ▶ C&G 5546-513 Introduction to the principles of setting up a business (Level 2)
- ▶ C&G 5546-514 Healthy Living (Level 2)
- ▶ C&G Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
- ▶ C&G Level 2 NVQ Diploma in Professional Cookery (QCF)
- ▶ RSPH Level 2 Award in Food Safety & Hygiene
- ▶ RSPH Level 2 Award in Identifying and controlling food allergy risks

Level 3

- ▶ C&G Level 3 NVQ Diploma in Professional Cookery (QCF)
- ▶ RSPH Level 3 Award in Supervising Food Safety and Hygiene
- ▶ RSPH Level 3 Award in Supervising Food Safety in Catering

Level 5

- ▶ UU Foundation Degree in Hospitality and Tourism with Specialisms (offered on both a full-time and part-time basis)

**South West College (SWC) www.swc.ac.uk****FULL-TIME FURTHER EDUCATION****Level 1**

- ▶ City & Guilds Level 1 Diploma in Hospitality Services

Level 2

- ▶ City and Guilds Level 2 NVQ Diploma in Hospitality Services
- ▶ City and Guilds Level 2 NVQ Diploma in Professional Cookery
- ▶ OCNNI Level 2 Diploma in Hospitality & Tourism Team Member (2 Years)

Level 3

- ▶ City and Guilds Level 3 NVQ Diploma in Professional Cookery
- ▶ City and Guilds Level 3 NVQ Diploma in Hospitality Supervision and Leadership

PART-TIME FURTHER EDUCATION**Level 2**

- ▶ City and Guilds Level 2 NVQ Diploma in Professional Cookery
- ▶ City and Guilds Level 2 NVQ Diploma in Professional Cookery (1 year fast-track)
- ▶ City and Guilds Level 2 Certificate in General Patisserie and Confectionery (1 year)
- ▶ City and Guilds Level 2 Certificate in Professional Food and Beverage Service Skills (1 year fast-track)
- ▶ RSPH Level 2 Award in Identifying and Controlling Food Allergy Risks
- ▶ RSPH Level 2 Award in Food Safety and Hygiene

Level 3

- ▶ City and Guilds Level 3 NVQ Diploma in Professional Cookery (2 years)
- ▶ City and Guilds Level 3 NVQ Diploma in Professional Cookery (1 year fast-track)
- ▶ City and Guilds Level 3 Certificate in General Patisserie and Confectionery (1 year)
- ▶ City and Guilds Level 3 NVQ Diploma in Hospitality Supervision and Leadership
- ▶ RSPH Level 3 Award in Supervising Food Safety in Catering

FULL-TIME/PART-TIME HIGHER EDUCATION**Level 5**

- ▶ Open University Foundation Degree in Professional Culinary Arts
- ▶ Ulster University Foundation Degree in Hospitality and Tourism Management with Specialisms (3 years)

Higher Level Apprenticeship

- ▶ Ulster University Foundation Degree in Hospitality and Tourism Management with Specialisms

Recreational

- ▶ Easy Entertaining (6 weeks)



University course provision - Ulster University www.ulster.ac.uk

UNDERGRADUATE FULL-TIME

BELFAST CAMPUS

- ▶ **BSc (Hons) Culinary Arts Management**
Full-time Undergraduate course
Three or four years
(including 48 week placement)
UCAS code: D690
- ▶ **BSc (Hons) International Hospitality Management**
Full-time Undergraduate course
Three or four years
(including 48 week placement)
UCAS code: N220

COLERAINE CAMPUS

- ▶ **BSc (Hons) Consumer Management and Food Innovation**
Full-time undergraduate course
Three or four years
(including 48 week placement)
UCAS code: N980
- ▶ **BSc (Hons) International Travel and Tourism Management**
Full-time undergraduate course
Three or four years
(including 48 week placement)
UCAS code N800
- ▶ **BSc (Hons) Leisure and Events Management**
Full-time Undergraduate course
Three or four years
(including 48 week placement)
UCAS code: N820

UNDERGRADUATE FULL-TIME

BELFAST CAMPUS

- ▶ **BSc (Hons) Culinary Arts Management**
Part-time Undergraduate course
Five to seven years
- ▶ **BSc (Hons) International Hospitality Management**
Part-time Undergraduate course
Five to seven years

COLERAINE CAMPUS

- ▶ **BSc (Hons) Consumer Management and Food Innovation**
Part-time undergraduate course
Five to seven years
- ▶ **BSc (Hons) International Travel and Tourism Management**
Part-time undergraduate course
Five to seven years
- ▶ **BSc (Hons) Leisure and Events Management**
Part-time Undergraduate course
Five to seven years

POSTGRADUATE FULL-TIME

BELFAST CAMPUS

- ▶ **MSc International Event Management**
Full-time Postgraduate course
1 year
- ▶ **MSc International Tourism & Hospitality Management**
Full-time postgraduate course
1 year

BELFAST CAMPUS

- ▶ **MSc Food Design and Innovation**
Part-time postgraduate course
2 years
- ▶ **MSc International Event Management**
Part-time Postgraduate course
2-2.5 years
- ▶ **MSc International Tourism & Hospitality Management**
Part-time Postgraduate course
2-2.5 years



Hospitality and Tourism - Useful Websites

Job Search

- ▶ **NI Jobs**
Search using Hospitality filter
- ▶ **HOSCO**
International job search; hospitality careers advice
- ▶ **Purple Apron**
Hospitality portal for employers looking for staff; job search for those seeking employment in the hospitality industry
- ▶ **Caterer**
Search using Northern Ireland filter
- ▶ **Indeed**
- ▶ **Jobs In Hotels**

Hospitality Careers Websites

- ▶ **Careers Service**
Please use the **careers online tools** to support you in your careers research.
- ▶ **Target Careers**
UK Careers website – insight into jobs/employers on the Hospitality sector
- ▶ **CareerScope**
UK Hospitality careers information
- ▶ **The Balance Careers**
US website, provides insight into Hospitality sector, roles and job descriptions



Hospitality and Tourism - Useful Websites

Culinary websites

- ▶ [Great British Chefs](#)
- ▶ [Chef Network](#)
- ▶ [The Staff Canteen](#)
- ▶ [Allergy UK](#)

Other useful Hospitality websites

- ▶ [Institute of Hospitality](#)
- ▶ [UK Hospitality](#)
Information on the Hospitality industry in the UK
- ▶ [The Ulster Grocer](#)
Information on NI food retailing industry

Feedback

The COIU team welcomes your feedback on the content of this bulletin to help inform future bulletins. If you have any comments, please email the mailbox - COIU@economy-ni.gov.uk

Please note, the above are intended to be an indicative list of websites, to facilitate further careers research. The Department is not responsible for the content of external websites. The information contained in this bulletin is correct at the time of publication however, may be subject to change at any time.