

## Resort Representative

A resort representative looks after groups of holidaymakers, usually abroad, dealing with problems, selling trips and organising activities. They are also called holiday reps.

### The Work

You could be:

- meeting holidaymakers at the airport and travelling with them on the coach to their hotels
- holding a welcome meeting to give them information on local attractions, customs and trying to sell the company's excursions
- helping holidaymakers with any problems during their stay such as unsuitable rooms or sudden illness
- arranging daytime and evening entertainment for guests
- acting as a guide on excursions and nights out
- acting as a link between holidaymakers and hotel staff and other local people
- keeping and updating an information board in local hotels as well as a folder of trips for holidaymakers to read
- arranging pick-up times for return trips and making sure holidaymakers don't miss the bus
- keeping records and writing reports.

### Pay

The figures below are only a guide. Actual pay rates vary a lot, depending on whether you are a resort representative abroad living on site.

Starting salaries for resort representatives start at around £450 or £500 a month, rising to between £700 and £900 a month or more for more experienced representatives. Commission is earned on excursions sold. Accommodation is usually provided and you may get free or discounted meals.

### Conditions

- You work or are on call for long hours, including mornings, evenings, nights and weekends.
- Work is seasonal, with summer usually from April to September and winter from October to March.
- You usually live in at the resort for the whole season.
- You might be away from home for about eight months at a time, with no personal holidays during this time.
- Resorts are usually abroad in a non-English speaking country.
- You work both indoors and outdoors.
- You could be working in extremes of temperature – very hot or very cold.
- There might be lifting, carrying and running about.
- You usually wear a company uniform.

### Getting In

- Personality is more important than academic qualifications, but a good general education is helpful.
- An NC (SCQF Level 2-6), NQ (SCQF Level 4-6) or HNC in Travel and Tourism (SCQF Level 7) may be useful to demonstrate your interest in the area, but is not necessary.
- A working knowledge of a foreign language is an advantage.
- For working in a winter ski resort, knowledge and experience of snow sports is useful.
- Experience of dealing with the public is useful.
- You may require a satisfactory criminal record check from Disclosure Scotland to show that you are suitable for this type of work. Contact [Disclosure Scotland](#) for details on the type you would need.
- You must be over 18.
- If you want to specifically work with children, see the job profile for [Children's Holiday Representative](#).
- A driving licence is usually necessary.

Vacancies appear in trade journals such as Travel Weekly, Travel Trade Gazette (ttg media) and on websites which advertise travel jobs such as [traveljobs.co.uk](#). For the summer season the main recruitment drive is usually between October and April. For the winter season recruitment takes place from April to November.

## What Does It Take

You need:

- an interest in travel
- enthusiasm and stamina
- a friendly, helpful and outgoing personality
- a smart appearance
- good spoken and written communication skills
- IT and maths skills for dealing with admin and currency
- flexibility to adapt to new countries and cultures
- initiative.

You should have:

- a responsible attitude
- leadership and organising skills
- a sense of humour
- patience
- a caring approach if working with children
- the ability to deal with emergencies and remain calm under pressure
- sales skills to promote trips and excursions.

## Training

- After a company induction course and in-house training, most training takes place in the resort supervised by experienced staff.
- The Holiday Rep Diploma course is an online course of 18 modules, aimed at getting jobs as various kinds of holiday rep. Those enrolled on the course get a recruitment adviser and access to jobs with tour operators. You can find several websites online offering this course.

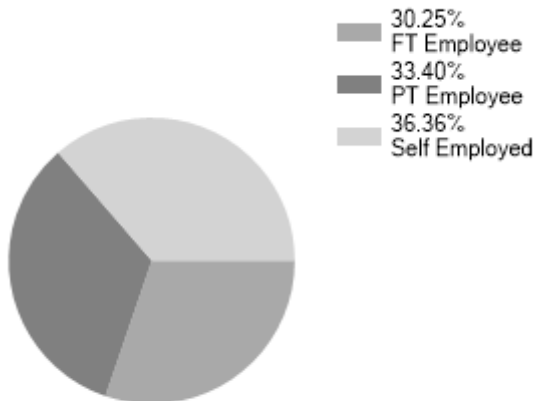
## Getting On

- Some people work in this field for only a few seasons and then move on to a second career.
- If you work for a large firm you might get promotion to senior representative, then resort manager.
- TUI Travel PLC runs a UK graduate leadership scheme. See their website for more details.
- You may want to move to other areas of travel and tourism such as tourist information centres, travel agencies or the hotel industry.

## Contacts

## Statistics

Employment Status UK %

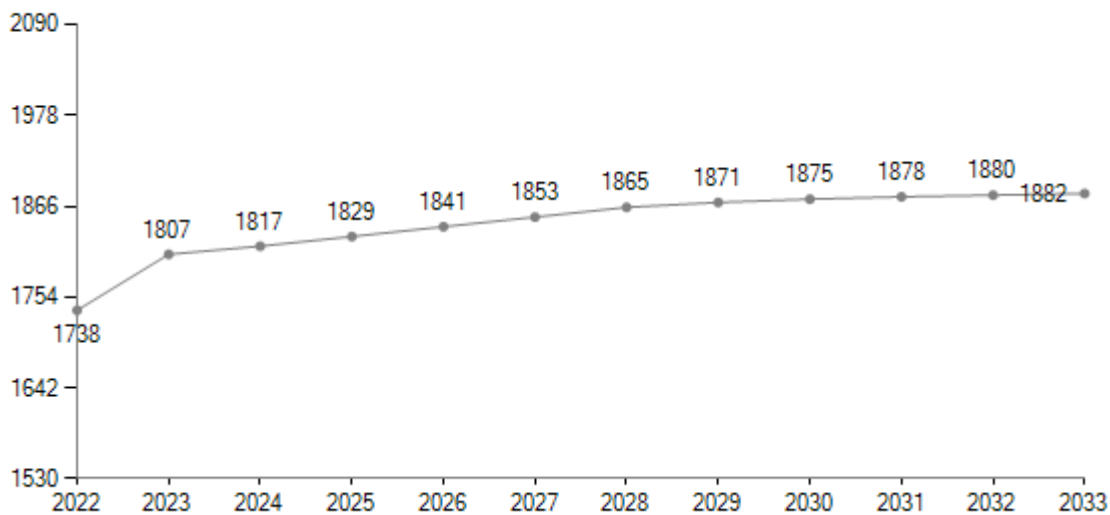


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)