

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.

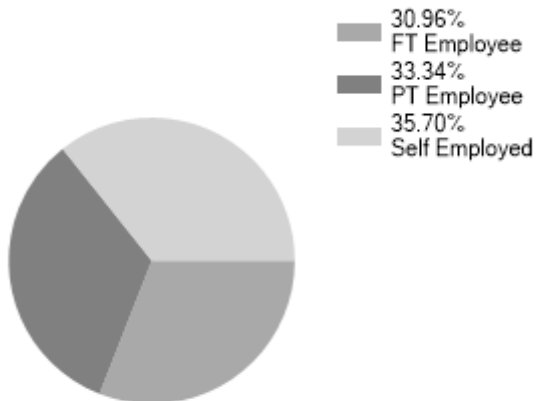
Getting On

- 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 %

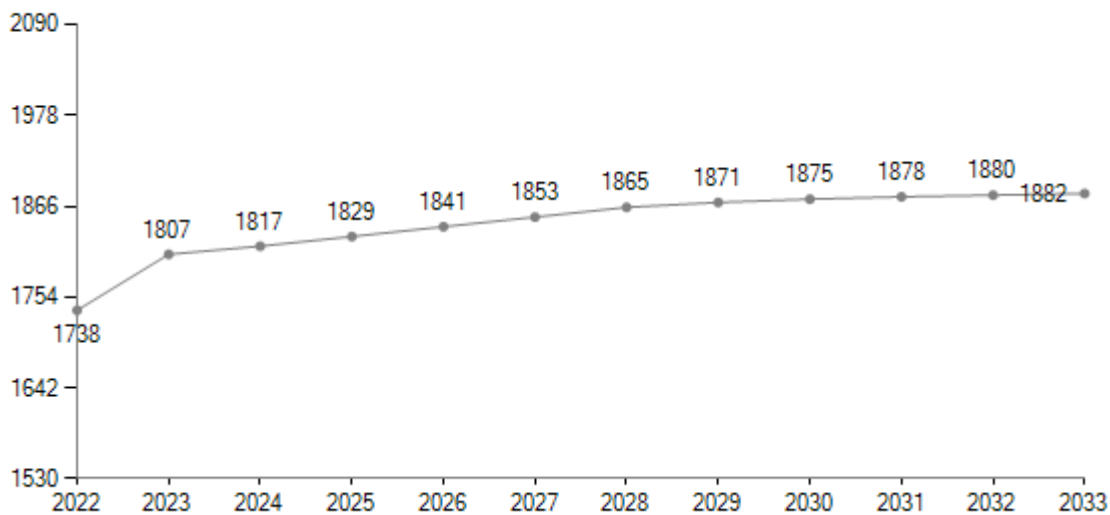


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

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

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)