



## Jobs in Tourism

Your high school graduation is almost here. Now you are ready for that next big step into the working world. You want to do "something different." You may have traveled some already, as a student or with your parents. You know that new places and people can be fascinating. You could take part in the excitement in the tourist industry.



There are many jobs in tourism. For instance, Chambers of Commerce, travel agencies, airlines, and cruise ships all have tourism-related jobs. Some jobs require more training than others, but all are people-oriented. People who work in this industry are friendly, tactful, patient, and interested in working in a public setting. Most travel data is online, so good computer skills are important. One of the perks of jobs in tourism is traveling free or at reduced rates.

So what are some of the jobs in tourism? Here is a sampling of the possibilities.

- **Flight Attendants** work on all major airlines. They receive their formal training after being hired by an airline. They are responsible for the safety and comfort of passengers, instructing them in the use of emergency equipment. They serve food and refreshments, report medical emergencies, and act as a link between aircraft pilots and passengers. Flight attendants are away from home several days at a time and work long hours. They need excellent people skills, and should be adaptable to changing work environments. They must always maintain an attractive appearance.
- **Travel Agents** are good sales people. They make all preliminary arrangements for clients, including airline, car rental, and hotel reservations. They advise travelers about weather, visas, customs, and appropriate travel clothing for the country they are visiting. They often have repeat customers who come back to them year after year. However, technology and financial problems in the airline industry have significantly reduced the demand for travel agents.
- **Airline Reservation Agents** know how to use the airline's computer system to get people where they want to go. When a flight is delayed or canceled, these agents aid stranded travelers. Airlines constantly retrain their reservations agents to keep up with the latest policies and procedures. These agents also have special privileges when they wish to travel.
- **Ticket Agents** generally learn on the job, working for theaters, parks, or museums. They may handle advanced reservations or sell tickets

airline ticket agents.

- **Directors (Social)** have all the fun! They plan activities and are in charge of food, entertainment, and tours for their organization. They greet new arrivals and make sure guests know about the social and recreational programs that are available. Theirs is a busy life, full of constant change and travel. They may work for local community centers, camps, resorts, hotels, cruise ship lines, health clubs, fitness centers, theme parks, and tourist attractions.
- **Club/Resort Managers** are responsible for the efficient and profitable operation of a club or resort. They coordinate activities at clubs or resorts and oversee employees. Club/resort managers direct the activities of the bar, dining room, and kitchen workers and crews that maintain club buildings and facilities. They work for resort hotels, night clubs, fish-and-game clubs, gun clubs, golf courses, country clubs, ski resorts, beach resorts, and various other clubs and resorts.
- **Hotel/Motel Managers** make sure the day-to-day operation of the hotel is efficient and profitable. They coordinate reservations and room assignments and train and direct the hotel's front desk staff that deals with the public. Hotel/motel managers work to make sure guests enjoy a pleasant visit.
- **Travel Guides** lead groups through interesting places, pointing out the special sights and providing information. New York? Grand Canyon? A winery? Guides need in-depth knowledge of the areas you are visiting. Travelers rely on their guides to provide information, point out things of interest, get them from one place to another, and solve problems that occur along the way.

Special Work Settings:

- **Cruise ships**  
Depending on a person's skills, almost anyone can apply for a cruise ship job. Large cruise ships are like floating cities! There are jobs in housekeeping, entertainment, beauty salons, casinos, and food and dining facilities. Engineers, computer technicians, and general cruise staff all keep the ship going. In addition to a cruise director, ships usually have a social hostess, disk jockey, medical personnel, adult education teachers, and fitness, diving, and golf instructors.
- **Chambers of Commerce**  
Almost all state counties have a Chamber of Commerce. Their goal is to provide a good economic environment in which local businesses can prosper. Businesses become members, and in turn benefit from the advertising, financial, and legal activities sponsored by this group. People who work for the chamber of commerce help visitors and residents of the community with information about tourism, places of interest, job opportunities, and recreational and social activities.

There are tourism jobs on land, sea, or in the air! Check out the possibilities for an exciting and challenging career.



## Playing the College Game

Choosing a college may not seem like a game – the stakes are high and the pressure can be intense. If you are a high school junior seeking early admission next year, you know it is already crunch time for getting into college (See "How to Plan for College and Avoid Senior-itis" in the DISCOVER newsletter archive). But once you are accepted, is it "game over?" Not if you are a senior who will be starting college in the fall. For you, the game has just started to get interesting. Follow these rules to get your college experience off to a great start:



**Rule #1:** Organize yourself and make sure that you are meeting important deadlines for scholarships/financial aid, application file completion, school orientation and pre-registration activities.

**Rule #2:** Make sure you have met all your high school graduation requirements. It is surprising how many high school seniors neglect to finish work that is required for graduation. Be sure you check with your counselor and teachers (and avoid a shocking letter from your college telling you they have rescinded your admission).

**Rule #3:** Make sure your final transcript is in order. Be sure college preparation courses and AP credits are highlighted. Also make sure that your ACT or SAT test scores are reported correctly.

**Rule #4:** If you haven't done so already, fill out needed scholarship and other financial assistance forms from the school and make sure you turn them in before the deadline to be sure you can afford college. Also verify that the Financial Assistance Office has received them.

**Rule #5:** If your college has a summer orientation program, take advantage of it. Usually there are opportunities for you and your parents to find out more about the college, particularly about services that you may need when you start such as healthcare, public safety, employment, and academic advising. Also, academic placement usually takes place as a part of orientation, as well as registration for your first term classes. Most importantly, you will meet people with whom you will likely spend a lot of your time – students like you. At many colleges first year orientation has a strong tradition and should not be missed.

**Rule #6:** Get to know your college roommates if you don't know them already. Chatting with them on-line or on the phone is a good way to get to know one another. It can save you some awkward moments when the school year

begins, and start an important friendship.

**Rule #7:** Enjoy your family and your friends as much as you can during the summer. They can help you get things together to make your dorm room your "home away from home." More importantly they can lend their support when you need it.

**Rule #8:** Everyone who goes to college is nervous about something. The University of Chicago Counseling Center surveyed students and found out that worries about doing well on placement tests, being smart enough/competitive enough, making friends, and getting along with roommates were the top four concerns of first-year college students (and yes, there are a lot more worries than that, see [www.iastate.edu/~learncommunity/appendixc.pdf](http://www.iastate.edu/~learncommunity/appendixc.pdf) for more).

Follow these rules and your first year of college will be great. Well, what are you waiting for?

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## Cabinetmaker

Sally has been a cabinetmaker for ten years. She owns a woodworking shop in a small town, and loves to spend her days designing and making furniture. She sells a small number of refinished antique and custom-made pieces, and does repair work on special wood items. Many cabinetmakers are self-employed, but some work in places such as furniture stores, millwork plants, and construction companies. They build cabinetry for homes, make cabinetry, design furniture, and cut wood moldings for windows and doors. They may lay hardwood floors in new homes, or restore wood floors, trim, and windows in old houses.



When Sally was growing up, she learned woodworking skills by watching her grandfather make things. She helped him build furniture and other household items. Her great-grandfather was a builder, and some of the old houses he constructed are still standing, now more than a hundred years old. In high school, Sally took all available woodshop classes, and decided to go to technical school to gain more expertise as a cabinetmaker. She learned how to read blueprints and drawings, and use new types of tools and computer applications related to woodworking design. After graduating, she worked for a homebuilder, expanding her knowledge and experience. Now her specialty is furniture, and she is adept at both repairing old pieces and making new ones.

To design furniture, Sally must plan each step in order to make a complete chair, table, or other piece. She must have a good mechanical aptitude, be good at math, know how to use computers to design objects, and be able to read drawings. She has special woodworking machines and tools, such as power saws, lathes, jointers, and routers to use in getting the job done. Using planes, chisels, wood files, and other hand tools, cabinetmakers trim parts to ensure a snug fit. They glue and fit parts together, making the finished object sturdy, and then stain or paint it with a protective coating. Finally, they attach hardware such as hinges and drawer pulls.

Sally also repairs antique furniture, and today she is especially excited to be working on a Windsor chair from the early 1700's. A client is donating the chair to a museum, and wants to make sure it is in excellent condition. Sally must use her skills to check the legs, arms, and each place where the parts are joined together. Her knowledge of historical furniture will help her determine if repairs are needed, and how to make them by using antique woodworking techniques.

In addition to furniture design and repair, Sally teaches a cabinetmaking class at the local high school. Eager students want to know how to build cabinets, design and make household objects, and see if they have the mechanical ability to enter technical school. She encourages them to learn as much as they can in order to decide on a future career. Her students are grateful for the opportunity to ask questions and learn from her.

Sally is appreciated in her community for the success she has made of her small business. Her clients are confident that any work they ask her to do will be done expertly and with an eye to detail. Sally is happy to have both a job that she enjoys and a positive influence on her town and trade.