

# Resort representative

Alternative titles for this job include Holiday rep, customer services rep, overseas rep

Resort representatives look after holidaymakers during their stay.

## How to become

Explore the different ways to get into this role.

You can get into this job through:

- A college course
- An apprenticeship
- Applying directly

### College

You can do a college course like a Level 2 Diploma in Travel and Tourism, which you may find useful when looking for work.

### Entry requirements

You'll usually need:

- 2 or more GCSEs at grades 9 to 3 (A\* to D), or equivalent, for a level 2 course

### Apprenticeship

You could start by doing an intermediate customer services practitioner or an advanced customer service specialist apprenticeship. This could be in the travel industry or other sectors.

It will give you some of the customer care skills required to do this job.

If you want to work with children on their holidays, for example organising activities, then doing a childcare apprenticeship and getting experience may also be a way into this role.

### Entry requirements

To get onto an apprenticeship, you'll find it useful to have:

- some GCSEs, usually including English and maths, or equivalent, for an intermediate apprenticeship
- 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths, for an advanced apprenticeship

#### **More Information**

- [equivalent entry requirements](#)
- [guide to apprenticeships](#)

#### **Direct Application**

To apply directly for resort representative jobs, you'll usually need:

- to be 18 or over
- experience of working with the public
- 4 GCSEs at grades 9 to 4 (A\* to C) including English and maths

To work as a children's representative you would usually be expected to have a qualification in childcare, like a Level 2 Certificate for Children and Young People's Workforce.

#### **More Information**

##### **Career tips**

You may need specialist knowledge or skills for some holiday jobs, for example, as a winter sports representative you may need to be able to ski at an advanced level.

It can also help if you have a good working knowledge of one or more foreign languages.

A first aid qualification or a driving licence can be useful for some jobs.

##### **Professional and industry bodies**

You could join the [Institute of Travel and Tourism](#).

#### **What it takes**

Find out what skills you'll use in this role.

## **Skills and knowledge**

You'll need:

- the ability to sell products and services
- customer service skills
- to be thorough and pay attention to detail
- the ability to accept criticism and work well under pressure
- persistence and determination
- to enjoy working with other people
- to be flexible and open to change
- administration skills
- to be able to carry out basic tasks on a computer or hand-held device

## **What you'll do**

Discover the day to day tasks you'll do in this role.

### **Day-to-day tasks**

In this job, you may:

- meet groups of holiday-makers when they arrive at the airport
- take holiday-makers by coach to their accommodation
- hold welcome meetings
- deal with enquiries
- keep an information board up to date at each hotel
- arrange, and sometimes accompany, excursions and sightseeing trips
- organise car or equipment hire
- be on hand to give advice and deal with emergencies

### **Working environment**

You could work in a hotel or in holiday accommodation.

You may need to wear a uniform.

### **Career path and progression**

Look at progression in this role and similar opportunities.

You could become a senior resort representative or regional manager.

You could go on to work in tourist information centres, or for tourist boards or travel agencies.

You could also become a self-employed tour guide.