

Course Information Sheet

Ever Dreamed of Working as a Holiday Rep



Make your dream holiday job a reality! This one-day workshop equips you with the skills and knowledge to thrive as a holiday rep.

Course Description:

Do you love to travel and have a knack for making people happy? This action-packed one-day workshop provides the launchpad you need to become a sought-after holiday representative. Through interactive presentations, discussions, and role-playing exercises, you'll gain valuable insights into areas like: understanding the role of a holiday rep, providing exceptional customer service to tourists, organising exciting excursions and activities, and navigating different holiday destinations and cultures. Whether you're a complete beginner considering a career change, a volunteer passionate about tourism, or a carer looking for a dynamic and rewarding role, this course ignites your holiday rep aspirations and equips you with the tools to turn them into reality.

What will I learn?

- The world of holiday reps - responsibilities, tasks & career opportunities
- Developing exceptional customer service skills for international guests
- Planning and leading unforgettable excursions and activities for tourists
- Understanding different holiday destinations and cultures
- Effective communication and problem-solving skills for holiday reps
- Essential health and safety procedures for holiday resorts

How do I enrol?

The quickest way to enrol is online at www.oucoursesouthwest.co.uk, simply create an account and select 'Enrol now'. Alternatively, if you have any questions, please call our friendly customer service team on 01752 660713.

How will the course be delivered?

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

Will I need to practise outside the classroom?

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

How will I know I'm making progress?

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

What will I need?

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

Please note:

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.onscoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

