

# Tourism Careers

## What we do

IGC Kilkenny Carlow Branch Meeting  
12 March 2024

# Tourism Careers Division Focus

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## learnifi Upskilling & Progression

### Learnifi: New online learning hub:

- Over 150 courses to help develop a career in tourism
- Driving business performance through development of supports for most in-demand skills
- Enabling career progression

## Employer Excellence Programme



### EEP continues development:

- Launched new micro scheme for smaller businesses
- Positively impacted 23,500 employees and over 200 businesses
- Provide tailored supports based on employee feedback

## Supporting Recruitment

- Harnessing the next generation of talent through our Work Experience Programmes and [tourismcareers.ie](http://tourismcareers.ie)
- Supporting FE & HE institutions to promote courses and showcase success

## Building Appeal

- Driving perception change by telling the stories of thriving professionals to a national audience

# Positive Perceptions

## Focus Groups with Young People

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Immersion in  
new cultures

Getting to  
know and  
working with  
new people

Travel  
opportunities to  
other countries

Personal  
development:  
communication  
and  
organisational  
skills

Gaining  
confidence in  
customer facing  
roles

*"I am a people person I enjoy meeting new people. I want to travel to different countries to get experience in the world.*

*So, if I'm working in this area, I would think this will be easy for me" Male, 16, Dublin, 5<sup>th</sup> year*

# Building Appeal: tourismcareers.ie

one stop shop for career info & job opportunities



## TourismCareers.ie:

Promoting careers, courses and showcasing passionate professionals

1

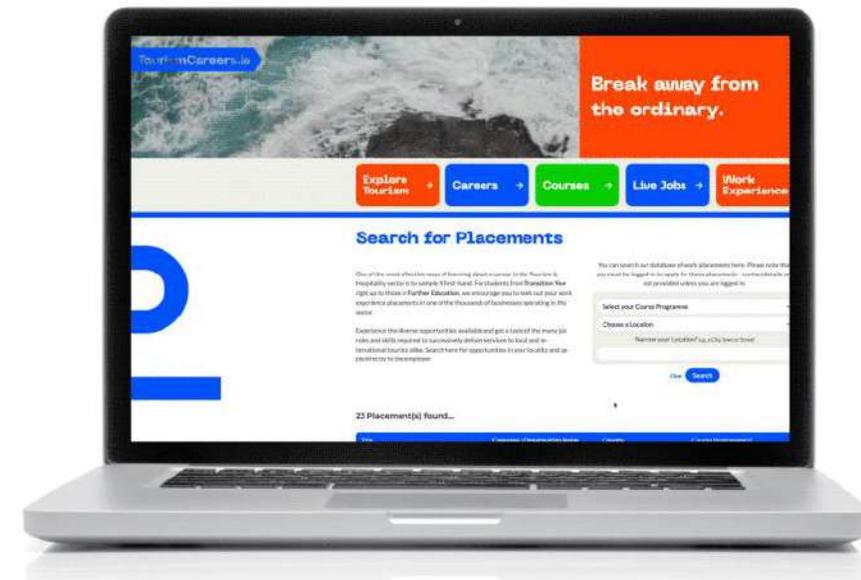
Telling the stories of those thriving in their careers, and their career journeys in tourism

2

Informative sections on the site: Careers, Live Jobs, Work Experience & a comprehensive Course Finder

3

Regular features profiling great employers and new initiatives to help recruitment & skills development including job of the week, and course of the week.



# Ambassadors in National Media

## Inspiring Future Generations



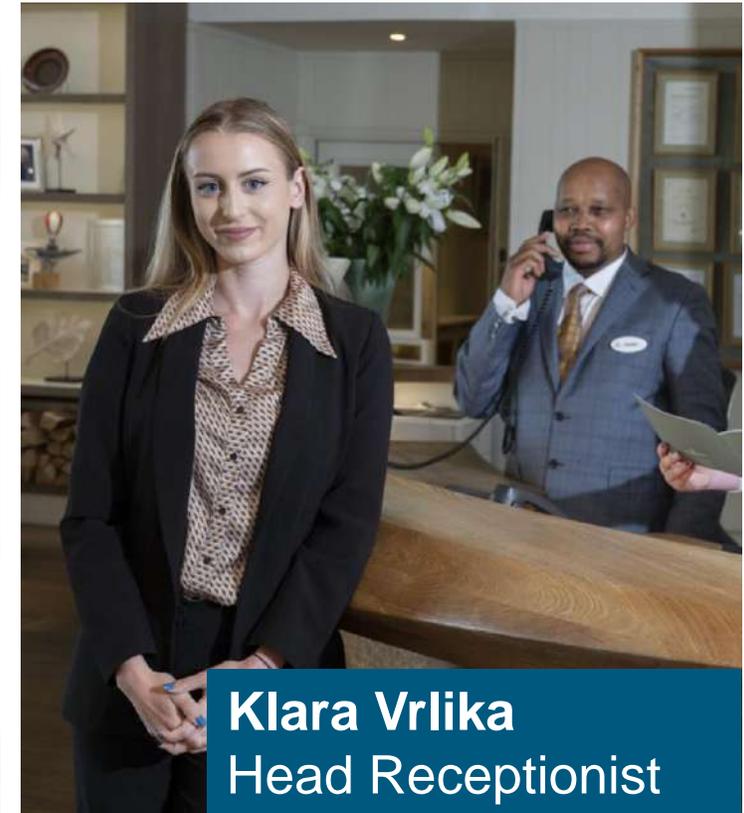
**Blathnaid Rock**  
Attractions Manager

*"Tayto Park has allowed me to work to my full potential. I love the leadership aspect and how I can share my experience and inspire others to follow in my footsteps. It really opens their eyes to what's possible when they realise how quickly I have progressed."*

**Audrey Cahatol**  
Pastry Chef



*"There's a great sense of camaraderie and we all help each other out. It is such a positive working environment."*



**Klara Vrlika**  
Head Receptionist

*"I started out as a receptionist at Inchydoney, got the hang of it and found it fun. By June of last year I had become head receptionist ... Now I feel this career is set in stone for the rest of my life."*

# Work Experience Programme

Opportunity to motivate students to become seasonal staff

- Work Placement Portal on [tourismcareers.ie](http://tourismcareers.ie) allows **businesses to post TY / LC placement opportunities** and link with students
- Students can search their **local area** and select what is best fit
- Focus is on providing a **quality placement to influence career / course choice**
- **Manuals and templates** to ensure that the placement is structured and in line with best practice



Fáilte Ireland

Take part, then take over.

TourismCareers.ie

Transition Year students can apply for a placement at one of many local tourism or hospitality businesses. You never know where your work experience might lead...  
Apply now at [tourismcareers.ie](http://tourismcareers.ie)

#BeThePulse

Apply here



Irish Independent  News Opinion Business Sport Life

THEFREIGHTBUILDING.COM

Home / Life / Travel / Travel News

## Fáilte Ireland launches Transition Year work experience programme

80pc percent of businesses hosting TY work experience offered part-time positions to students last year



Students Emmet Cassidy and Glen Masterson from Luttrellstown Community College and Alexa Mazire from DCS Tallaght Community School. Photo: Leon Farrell / Photocall Ireland

Pól Ó Conghaile

Fri 20 Oct 2023 at 02:30



# Break away from the ordinary.

Explore Tourism

Careers →

Courses →

Live Jobs →

TY / Work Experience →

80+ Careers

1000+ Live Jobs

4 Apprenticeships

223+ Courses in Further & Higher Education

### Explore all Tourism Sectors



#### Live Events

From the Ryder Cup to St. Patrick's Day Festival, Business Tourism and Events Management is a multi-million euro industry which ranges from major sporting, social, political and business events, as well as exciting music festivals or intimate weddings.



#### Experiences

Ireland is home to some of the world's best waves for surfing, the most stunning scenery for walking and trekking and some of Europe's oldest landmarks. Our thousands of tourist attractions and world-famous cultural heritage mean that career options are varied and very exciting.



#### Food & Drink

Our world class food and drink industry is central to tourism in Ireland and provides thousands of job opportunities. From cool cafés and food trucks to famous pubs and Michelin-starred restaurants, there is something for everyone – and lots of career potential.



# Careers

TourismCareers.ie

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from the  
ordinary.

Explore  
Tourism →

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## Careers

A career in tourism includes everything from front-line, operational and management roles through to specialist skills such as business development, finance, digital media and marketing. What's unique about tourism is the fact that it is an energetic, entrepreneurial and people-focused industry and one in which you can work in any part of the country and across the world.

In this section you will discover the range of career opportunities available in the Tourism & Hospitality sector. Our Career Explorer tool will give you insights into roles across the sector, including average salaries, typical entry routes and much much more...

### Explore entry positions:

Accommodation Assistant

Commis Chef

Customer Service Representative

Kitchen Porter (Kitchen Assistant)

Leisure Centre Assistant

Waiting (Food and Beverage) Staff

Hotel Receptionist

Catering Assistant

Activity Instructor

TourismCareers.ie

# Hotel Receptionist

☆ Add to favourites

🖨 Print



Source: National Skills Bulletin 2022

TourismCareers.ie

Salary Range  
€26k - €42k

Career Zone  
**1** 2 3 4 5

## IN BRIEF...

Checks guests in and out of a hotel, makes restaurant and activity reservations, arranges transport and often gives guests advice on local activities and amenities.

## KNOWLEDGE



Knowledge areas are ranked by their importance to this career

## SKILLS



Skills are ranked by their importance to this career

### Work Context

Working Life

The Person

Entry / Progression

Pay & Salary

Labour Market Updates

Useful Contacts

## Work Environment

This occupation is typically found in the following Career Sector(s):



Photo by [Blue](#)  
Tourism & Hospitality

## Videos & Interviews



### Priscilla Broderick, Front Office Manager

Priscilla Broderick showcases how studying a tourism course can accelerate your career progression, taking up the role of Front Office Manager at The Dean Cork shortly after completing her studies in Hospitality Management at MTU...



### Irish Hotels Federation, A Career in Hospitality

Working in the hospitality industry is like playing on a rugby team, there's a position for everyone! From kitchen porter, to accommodation staff, waiter and receptionist there are such varied career opportunities.

## Videos on the Web

▶ [Hotel Receptionist](#) - from Youtube Search

▶ [Reception Manager](#) - from [Sound \[UK\] Video](#)

## RELATED COURSES

<b>Office Administration - Medical / Legal Secretarial</b> Galway Technical Institute ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>Business - Common Entry</b> ATU Donegal (formerly LYIT) ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>Entrepreneurial Skills</b> Ballsbridge College of Further Education ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>
<b>Business - Common Entry</b> SETU Carlow Campus (formerly IT Carlow) ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>Business</b> National College of Ireland - NCI ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>Business (Wexford)</b> SETU Wexford Campus ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>
<b>Medical &amp; Legal Office Admin (Castlebar)</b> Mayo College of Further Education and Training ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>International Trade</b> Dundrum College of Further Education ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>Pre-Unit (Flight)</b> This course gives you an award at Irish NFQ Levels 4 or 5, and prepares you for related occupations in Zone 2. Progression to courses at NFQ Levels 6 and above is possible. ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>
<b>Executive Secretary - PA (Cathal Brugha Campus)</b> Cathal Brugha FET College ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>Business (Thurles)</b> TUS Midwest (formerly LIT) ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>	<b>Accountancy: Business &amp; Taxation</b> Rathmines College of Further Education ZONE: <b>1</b> 3 4 5 NFQ LEVEL: <b>5</b>

500 courses found - showing a max of 60 here. Use our CourseFinder to find more.

## JOB SEARCH

Search for Front Office Junior Manager vacancies from the following online Job Boards...

Note: You will be leaving the CareerPortal site.



Break away  
from the  
ordinary.



# Front Office Skills/Reception journey by direct entry from FE to HE

## Level 5

- [Office Administration](#)

## Level 6

- [Business in Tourism ATU  
–Galway](#)

## Level 7

- [Business in International  
Tourism Management](#)



Progress to Level 8 offering

# Careers



SCAN ME FOR VIDEO LINKS!

## So, what will your future career be?

Hear from some of the people who are thriving in exciting careers across Tourism in Ireland today.

 <p><b>AUDREY CAHATOL</b> Chef de Partie</p> <p>"What I love about being a chef is turning something simple into something creative."</p>	 <p><b>SEAMUS MCGOLDRICK</b> Surf Instructor</p> <p>"Running Sligo Surf Experience has changed my life for the better, in that it brought all my passions into one area."</p>
 <p><b>BLÁTHNAID ROCK</b> Attractions Manager</p> <p>"I found the tourism industry was always just the best industry to get into to find your feet as it's so diverse".</p>	 <p><b>PRISCILLA BRODERICK</b> Front Office Manager</p> <p>"Hard work does get rewarded, and your experience does help you progress in your career."</p>
 <p><b>DEAN COYNE</b> Wedding Planning Manager</p> <p>"I wake up excited that I'm going to do the job that I love. Two days are never the same in my role."</p>	 <p><b>FINOLA TWOMEY</b> Sales and Marketing Director</p> <p>"There are opportunities within finance, within sales and marketing, within revenue and reservations, and within HR."</p>
 <p><b>RICHIE O'HARA JNR.</b> Activity Operator</p> <p>"When you work in the tourism industry, you learn skills, you learn how to deal with people, you learn how to manage people."</p>	 <p><b>LIAM REGAN</b> Entrepreneur</p> <p>"Turning falconry into my career was a great choice. It's something that I love doing."</p>
 <p><b>LORRAINE HESKIN</b> Restaurant Group CEO</p> <p>"What I love about my job is, I love that every day is different, nothing is ever boring and it's so varied."</p>	 <p><b>DENYSE CAMPBELL</b> General Manager</p> <p>"I love the buzz, I love the fast-paced environment, and I love working with teams."</p>




Break away from the ordinary.



CareersPortal  
Tourism & Hospitality

### Ilan Colgon and Eibhlís Maher, Brewer / Tour Guide / Events Manager

Ilan Colgon, Beer Specialist, and Eibhlís Maher, Events Manager, speak about their careers at the Guinness Storehouse.



Watch on  YouTube

**Related Occupations**

- Tour Guide
- Brewer / Distiller
- Events and Promotions Manager

## Eddie Attwell, Head Chef

Attwell is Head Chef at Eccles Hotel Glengriff. Both Eddie's parents worked a inspired him from a young age. Eddie obtained a degree in culinary arts which e him to develop the fundamental skills to pursue his dream career.



It's also the ability to work in a team and make everything work together.

**Related Occupations**

- Executive Chef
- Chef de Partie
- Chef
- Executive Chef
- Sous Chef

# Courses

Explore  
Tourism →

Careers →

Courses

Live Jobs →

TY / Work  
Experience →

Break away  
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## Courses

There are a wide variety of courses available in the Tourism & Hospitality sector. These courses are offered at **different levels** depending on the amount of preparation and knowledge/skills required for the job. Select a course type from below to find courses that may suit you.



### CAO Courses

Higher Education courses at Levels 6 to 8 on the NFQ, delivered in Universities and Technological Universities & Institutes. Course places are allocated on a points-based system, processed by the Central Application Office.

Search for Courses →



### PLC Courses

Post Leaving Cert (PLC) courses are full-time courses, one or two years duration, with awards at Level 5 and 6 on the NFQ. Offered nationally in Schools and Colleges of Further Education, an element of work experience features in all.

Search for Courses →



### FET Courses

Further Education & Training Courses delivered by local ETBs, ranging in duration from several weeks up to 20 months. Courses are designed to meet the labour market needs and often include a large element of work experience.

Search for Courses →



### Direct Entry Courses

Full time courses comparable to those offered through the CAO system. These are fee-pay courses at Levels 6 to 8 on the NFQ, applied for directly to Higher Education Institutions and private colleges.

Search for Courses →

## CAO (Higher Education – HET) Courses

Higher Education courses at Levels 6 to 8 on the NFQ, delivered in Universities and Technological Universities & Institutes. Course places are allocated on a points-based system, processed by the Central Application Office.

In addition to a qualification, a PLC course can facilitate securing a place in a follow-on Higher Education course through a variety of progression routes



Where

Connacht  Greater Dublin Area

Leinster (excl Dublin Area)  Munster  Ulster

College

Select Value

Search Clear Filters Advanced Search

Total Courses: 80

Tag	Course Title / Course Code	College	NFQ Level	Career Zone	Duration
☆ Add to favourites	Baking and Pastry Arts Management - TU741	TU Dublin - Grangegorman	1 2 3 4 5		3 Years
☆ Add to favourites	Bar and Restaurant Management - Cancelled for 2024 Entry - TU641	TU Dublin - Grangegorman	1 2 3 4 5		2 Years
☆ Add to favourites	Beverage Industry Management - MT553	MTU Cork Campus (formerly CIT)	1 2 3 4 5		3 Years

# Work Experience

## TY / Work Experience

One of the most effective ways of learning about a career in the Tourism & Hospitality sector is to sample it first-hand. For students from **Transition Year** right up to those in **Further Education**, we encourage you to seek out your work experience placements in one of the thousands of businesses operating in this sector.

Experience the diverse opportunities available and get a taste of the many job roles and skills required to successfully deliver services to local and international tourists alike. Search here for opportunities in your locality and apply directly to the employer.

Employers who would like to register their Work Experience Placement please [click here](#) for full details.

### Search for Placements

Select your Course Type

Choose a Location

Narrow your Location? e.g. a City, Town or Street

Clear

### Resources

[For Students](#)

[For Employers](#)

### 185 Businesses with multiple placements found...

Title	Company / Organisation Name	County	Course Programme(s)
<a href="#">Hotel : General / All Departments</a>	Achill Cliff House Hotel	Mayo	TY LCA LCVP LC
<a href="#">Waiting Experience</a>	Achill Cliff House Hotel & Restaurant	Mayo	TY LCA LCVP LC FET
<a href="#">Restaurant/Cafe/Bar: Waiting Service</a>	Ahascragh Distillery	Galway	TY LCA LCVP LC
<a href="#">Hospitality Assistant</a>	Aran Walkers Lodge	Galway	TY LCA LCVP LC
<a href="#">Receptionist/ Customer Service Rep.</a>	Arigna Mining Experience	Roscommon	TY LCA LCVP LC FET
<a href="#">Housekeeping/ Front of House/ Wait/Bar/Kitchen</a>	Ashley Park House	Tipperary	TY LCA LCVP LC
<a href="#">General Admin Hospitality Assistant</a>	Ballynatray Estate	Cork	TY LCA LCVP LC

Break away from the ordinary.

**TourismCareers.ie**

**Work Experience Diary & Workbook**

**TourismCareers.ie**

Name: \_\_\_\_\_

School/College: \_\_\_\_\_

Programme: \_\_\_\_\_

Work Placement Name: \_\_\_\_\_

Work Placement Address: \_\_\_\_\_

**Fáilte Ireland**

