



## Career Opportunities in the **Hospitality and Tourism Sector**

### About Tourism and Hospitality ....

The Government of Trinidad and Tobago continues to facilitate the growth and expansion of business activity in the Non-energy sector. In this regard, sectors such as Tourism and Hospitality have been earmarked for growth and development.

The Tourism and Hospitality sector has the potential to expand 70% over the next 10 years as the nature of tourism has developed away from the "sun, sand and sea" concept into a wide range of new activities like eco-tourism, adventure tourism, sports and cultural tourism.

There are lots of fun, exciting and rewarding careers in the eight (8) sub-sectors:

- Accommodation • Food & Beverage • Adventure-Tourism • Transportation
- Attractions • Travel Trade • Events & Conferences • Tourism Services



### Industry Snapshot

Tourism and Hospitality provides employment in almost any area imaginable, it also provides individuals with an opportunity to meet new challenges, new people and interact with persons from diverse backgrounds on a regular basis.



#### FOOD AND BEVERAGE

Food and Beverage is one of the fastest growing sectors in the region. There are jobs available in restaurants, catering firms, bars and cocktail lounges. Training is required and with the necessary experience, most persons open their own business.



#### ACCOMMODATION

This subsector is significant because each visitor needs a place to stay. Some jobs in this field include Bell Boys, Reservations Clerks,

Maitre'D, Executive Housekeepers, and Front Office Managers.

#### TRANSPORTATION

Transportation plays an important role simply because tourism involves the movement of people via air, water or ground to destinations outside of one's normal every day life. Some careers in this field include Pilots, Flight Attendants, Tour Bus Drivers and Taxi Drivers.

#### ADVENTURE TOURISM

Adventure tourism can be broadly defined as a host of commercialised outdoor activities that involve interaction with the natural environment. There are many careers in this field e.g. Scuba Diving Instructors, Lifeguards and Tour Guides.



#### ATTRACTIONS

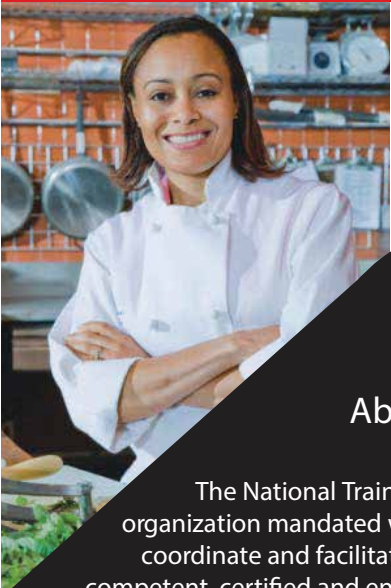
Visitors come to our shores to view the many tourist attractions offered by our twin isles. There are a number of historical sites and cultural attractions which can educate and entertain the visitor. Examples of jobs in this field include Tour Guides, Curators, Interpreters and Visitor Services Managers.



#### TOURISM SERVICES

Tourism has to be organized, facilitated and managed. This means that government agencies, associations and organizations contribute to the continuity and the development of the sector as a whole. Some jobs include Research Specialists, Media Specialists, Graphic Designers, Information Officers, Administrative Managers and Marketing Managers.

There are also many dynamic and exciting career opportunities in the areas of Travel Trade and Events & Conferences.



### About the NTA...

The National Training Agency (NTA) is the organization mandated with the responsibility to coordinate and facilitate the development of a competent, certified and entrepreneurial workforce for Trinidad and Tobago, through Technical and Vocational Education and Training (TVET), to achieve and sustain the strategies defined for developing innovative people by the year 2020.

### NTA's Products and Services

- Career Guidance Services
- Labour Market Research
  - Tracer Studies of Graduates
  - Employer Surveys
  - Training Provider Surveys
- Manpower Planning Services
- Occupational Standards Development
- Quality Enhancement of Training Providers
- Registration and Approval of TVET Providers
- Award of the Caribbean Vocational Qualification (CVQ)
- Development of Industry based Apprenticeships
- Prior Learning Assessment and Recognition (PLAR)

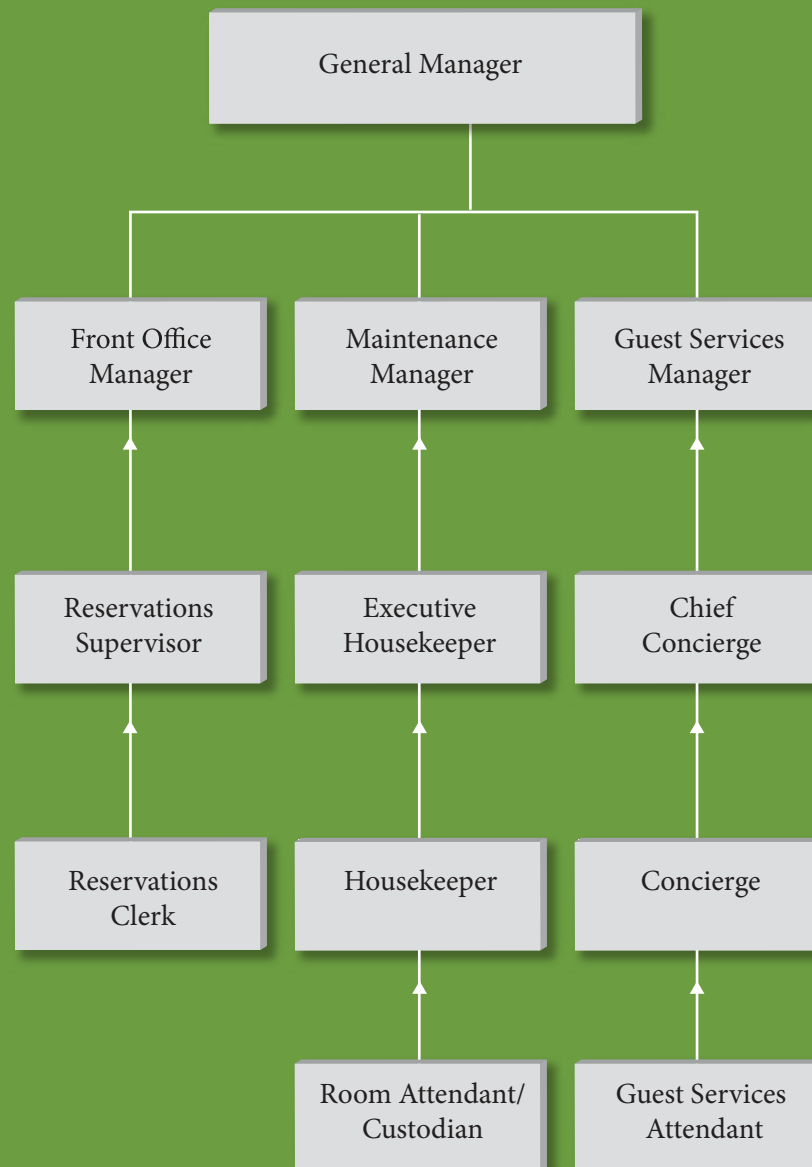
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#### Level 4&5 Professional/Managerial

Workers perform a broad range of technical activities with a great level of responsibility:

- Direct and control operations efficiently and effectively
- Responsible for Strategic Planning and Staff Training
- Establish standards of quality customer service

#### Level 3 Technician/Supervisory

Workers perform a variety of complex tasks with responsibility for others:

- Supervise staff and evaluate progress
- Prepare and monitor budgets
- Confer with Management to resolve worker problems
- Ensure policies and procedures are implemented
- Liaise with the Heads of Departments
- Prepare monthly status reports

#### Level 2 Skilled /Craftsman

Workers perform complex, non-routine tasks with individual responsibility such as:

- Maintain guest rooms, bathrooms, lobbies etc.
- Report problems to Supervisors
- Take bookings from guests
- Keep a record of total bookings
- Confirm bookings with prospective guests
- Prepare requisitions for room supplies etc.

#### Level 1 Semi-Skilled /Craftsman Assistant

Workers perform routine tasks such as

- Greet and escort guests to the reservation desks
- Maintain rooms, offices and public areas
- Collect and disburse linens
- Transport luggage by hand or cart