Working hours

*Working 9–5, what a way to make a living, or is it?*

You will need to understand that working within the tourism industry does not necessarily mean working ‘9–5’ Monday to Friday. You will need to appreciate the 24/7 nature of the industry and the fact that working hours within this industry can vary tremendously. Some tourism organisations such as airports and hotels never close!

You will need to understand:

* Organisations that are open 24/7
* Night/day shift patterns

# Activity 1

Look at the following named organisations, put a tick next to those which you think would be open 24/7 and a cross next to those which you think would not be open 24/7.

|  |  |
| --- | --- |
| **Organisation open 24/7** | **Tick / cross** |
| High Street Travel Agent |  |
| Heathrow Airport |  |
| Ibis Hotel |  |
| Thomas Tours |  |
| Cardiff International Airport |  |
| Liberty Stadium |  |
| Travelodge |  |

# Activity 2

Working hours within the tourism industry can vary a great deal. Some employers require their employees to work night and day shift patterns, while others employ workers on a shift pattern, e.g. 9am to 5pm.

Working in pairs or small groups and using the Internet, choose two of the jobs from the list below and research the different working hours for your chosen jobs. Present your findings to your partner or other group members.

* Pilot
* Cabin crew
* Coach driver
* Travel Agent
* Holiday Rep
* Hotel Manager
* Chef
* Baggage handler
* Hotel cleaner

# Activity 3

Choose one of the jobs you have researched and explain the advantages and disadvantages of the working hours involved.