



NCFE Level 2 Award for Resort Representatives

500/8090/8

Since 1865 Thomas Cook has been synonymous with world travel and professional efficient service on the UK high street when Thomas Cook's namesake founder opened his first store.

Thomas Cook has recognised the NCFE Level 2 Award for Resort Representatives as an ideal qualification for potential overseas representatives.

NCFE is pleased to work in partnership with Thomas Cook to offer learners who successfully complete this qualification, pass the pre-screening tests and meet the essential requirements an automatic interview with Thomas Cook.

Essential criteria for potential Resort Representatives applicants:

- ◆ be aged over 18
- ◆ have a valid UK/EU passport
- ◆ be 100% flexible about where they go
- ◆ have at least 6 months customer service experience
- ◆ be available from 1 March – 31 October (full season roles)
- ◆ be available from 1 June – 5 September (high season roles)

If working towards a children's representative role learners must also have a minimum of 6 months childcare experience and able to satisfy a Criminal Record Bureau (CRB) check.

Desirable characteristics:

- ◆ independence
- ◆ travel industry experience

Pre-screening tests:

Thomas Cook has a new recruitment system in place that automatically screens all applications and only those that meet all the essential requirements are automatically invited to an assessment day. The application now includes customer service scenarios and applicants must pass enough of these correctly to move forward to interview stage.

Thomas Cook advertises their vacancies via their website www.areyouthomascook.net. Learners must complete the online application form found on the same website.

Learners need to clearly state in the education section of the application form that they heard about Thomas Cook through NCFE.