

**VENTURENORTH**  
Careers, Skills & Development Resources

# **CAREERS IN TOURISM AND HOSPITALITY IN CAITHNESS AND SUTHERLAND**





# ROUTES, PROGRESSION & SUPPORT IN TOURISM & HOSPITALITY

## A PATH FOR ALL



There is no right or wrong pathway to starting your career in the tourism and hospitality industry.

There are a number of routes that can be taken into the industry, whether on-the-job or academically based, **there is a pathway for everyone**, including numerous blended ways of gaining qualifications in the industry. UHI offer a number of exciting courses in the industry, such as [Highland Hospitality Training](#), [Adventure Tourism Management](#) and [Professional Cookery](#). For those who may be seeking to gain qualifications elsewhere, there are institutions all across the country which offer further education and modern apprenticeships in the industry. For example [Edinburgh Napier University](#) offers a selection of undergraduate and post graduate tourism courses.

## HIGHLAND HOSPITALITY TRAINING

Open to all ages, [this course](#) takes 18 weeks to complete, taking on a **blended style of learning**, with two days at an on-site work placement and two days timetabled learning per week.

On successful completion of the course, students will gain an **SCQF Level 5 qualification in Hospitality Services**, and achievements in **Elementary Food Hygiene** and **World Host Training in Customer Care**. Students will also be guaranteed an interview with a hospitality employer on successful completion of the course.

Venture North are delighted to showcase the fact that a number of our member businesses have partnered with UHI in offering this course, such as [Mackays Hotel](#), [Highland Coast Hotels](#) and [The Caithness Collection](#).



## CAREER PROGRESSION

Working in Tourism and Hospitality, at any age, **can be a great stepping stone to building confidence and leadership skills which can carry you forward into any career or life role.**

People build their careers working in this sector because they are passionate about what they do, work hard but also have fun with all the great people they meet and work with. If you want progress, **the opportunities** can be very rapid and varied.





## FAIR WORK

Supported by many local businesses, The Fair Work scheme balances the rights and responsibilities of employers and workers, with the aim of providing mutual benefits for individuals, organisations and society. To achieve this, The Fair Work Framework has five dimensions: **Effective voice**, **Opportunity**, **Security**, **Fulfilment** and **Respect**.



## HIE'S FAIR WORK IN TOURISM GUIDE

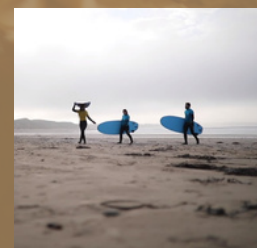
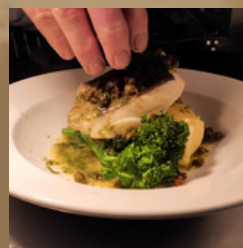


Highlands and Islands Enterprise (HIE) have developed some **helpful resources** regarding **Fair Work in the tourism and Hospitality Industry**, including a **Fair Work Guide for Tourism** businesses in the Highlands and Islands.

While this is aimed towards businesses, **there is still a lot of helpful information about what you should be getting out of your career in the sector.**

## WORLD HOST TRAINING

**WorldHost** is a training programme of skills in customer service. Through a variety of workshops, the programme looks to build life-long transferable skills in creating better interactions with people, whether it be colleagues, customers or visitors.





# LIVING AND WORKING IN CAITHNESS AND SUTHERLAND

Tourism and Hospitality in Caithness and Sutherland is so versatile, **there is no 'one category fits all'**. We are a **niche destination, full of possibilities** of activities, natural assets, culture and heritage. This means that **the opportunities and choices of careers within the sector are also endless**, as are the choice of routes into these careers.



“One of the great things about tourism in Caithness and Sutherland is the collaboration between businesses, large and small. This has helped me connect with many likeminded business owners and leaders, and helped the development of Dunrobin as a tourist attraction and **my own personal skills** in operating the castle as a summer destination.

“I have worked in tourism and at Dunrobin Castle for over 25 years and have been able to watch this important industry rise to the great heights we are seeing at the moment. **Tourism helps the Far North thrive and I cant imagine a better place to live and be part of this journey.**”

**Scott Morrison, *Managing Director*, Dunrobin Castle**



## WHAT DO PEOPLE LOVE ABOUT WORKING IN THE REGION?

"I absolutely love **the nature and the surroundings**, within a 10 minute drive you can be in the most beautiful of places."

*Beata Pett, Head Housekeeper, Links House*

"Here, you walk out your door and within 5 minutes you're on a beach, you're on a golf course, you're in the woods, you're in the hills, there's space, there's fresh air and then there's everything that goes with all of that, all with your family. **Beats it hands down to a concrete jungle for me.**"

*Gwen Thompson, Financial Manager, Links House*

## WHAT IS THERE TO LOVE ABOUT THE TOURISM & HOSPITALITY INDUSTRY?

"I love my job as **no two days are the same**, you never know what interesting task you are going to be given when you come into work and **you also get to meet lots of interesting people** from all over the world."

*Joanne Howdle, Interpretation & Engagement Manager, Dunnet Bay Distillers*

"As much as sometimes it is a hard job, **being around people is something that is the best part of my day**. While working in hospitality I have worked alongside many different personas from all over the world. Getting to know their story and learning about different cultures is **a great experience.**"

*Piotr Faliszewski, Food & Beverage Manager, Kylesku Hotel*



## HOW CAN THE INDUSTRY HELP YOUR PERSONAL DEVELOPMENT?

'How it develops **confidence, self esteem, awareness, emotional intelligence**, all of these really core attributes to being a really **well-rounded person** is huge.'

*Phil Scott, Managing Director, Links House*

'Hospitality can give you many different benefits, boost your confidence and you get to learn new skills that you can use in your everyday life. For example, many people who start to learn about wines, make it their new hobby.'

*Piotr Faliszewski, Food & Beverage Manager, Kylesku Hotel*

## HOW DOES THE AREA YOU LIVE AND WORK IN BENEFIT FROM TOURISM?

"The influx of tourism also just shows that without it, it would be very difficult to run a successful business. In regards to my job, **if the people aren't here then you can't do what you want to do**, then you have to do what everybody else wants. Whereas Links does provide that **opportunity to be a bit more expansive and experimental** with the food."

*Kevin Barber, Head Chef, Links House*

"**Tourism is harnessing the creativity of local people to develop fantastic new businesses** relating to food and drink tourism and cultural and natural heritage tourism, which all **celebrate the unique identity of the Far North of Scotland**. This contributes to slow and sustainable tourism by encouraging visitors to spend longer exploring the Far North of Scotland"

*Joanne Howdle, Interpretation & Engagement Manager, Dunnet Bay Distillers*



[Venture North's full Career  
Ambassador Toolkits](#)

[Venture North's Career  
Ambassador videos](#)





# JOB SEEKING SUPPORT

There are lots of different free toolkits across the internet to help you improve on the skills needed for finding a job, such as writing CVs, cover letters, interview skills and knowing what to do at careers events such as jobs fayres. Below are some helpful resources:



**My Work of Work: CVs and Applications**

**National Careers Service: Careers Advice**






# MORE RESOURCES AND SUPPORT


## KEEP UP TO DATE WITH VENTURE NORTH



To keep up to date with the careers events and support offered by Venture North, follow our Business and Community Facebook Page: [Venture North for Business and Community](#).

## LOCAL RECRUITMENT

 [Sutherland Jobs and How to Get Them](#)

 [Caithness Jobs and How to Get Them](#)

 [Recruit North Highlands](#)

## FOR MORE INFORMATION AND SUPPORT ON CAREERS, VISIT OUR PARTNER SITES:



University of the Highlands and Islands  
Oilthigh na Gàidhealtachd agus nan Eilean



**NORTH HIGHLAND**  
Developing the Young Workforce

