

KEY STAGE 3



Explore Careers in Haven

WORK EXPERIENCE GUIDE

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What to expect

Use this workbook with the work experience videos. You can find them by clicking **here**. You will need access to the internet. Make sure you download the workbook so you can save your answers as you go!

There are a mix of questions. Some will ask you to write a response and others will ask you to think and reflect.

It can take about 1 hour to watch all the videos and complete the activities in this booklet. The suggested times to complete each section are just for guidance.

Getting started

Each section has a video for you to watch first. These videos are short introductions to each section. If you need it, there is a space in the back of the workbook for you to write notes.

The questions in each section will help you expand on what you see in the video and what you might already know.

This workbook is yours to keep. No-one is marking it, so use it in your own way to explore what the world of work might look like for YOU.

Guide to workbook symbols



Here is your space to write your answer



Watch the video



How long an activity may take to complete



Reflect on a scenario or your next steps

Your work experience guide

In this booklet you will begin to:



- Understand who Haven are
- Understand the departments within the business and what they do
- Understand the range of careers available
- Understand the benefits of working for Haven
- Understand the skills, behaviours, and experiences that Haven look for in future recruits

Introduction



Before you start: have you watched the video? [Click here](#)



Accommodation



Before you start: have you watched the video? [Click here](#)



Even though we do all we can to give our guests a fantastic holiday, things do sometimes go wrong.

If there is a problem, we have the chance to turn things around and put someone's holiday experience back on the right track.

This is why providing great customer service is so important. We listen to our guests and always try to put things right!

Here are some of the main parts of providing great customer service:

Going the
extra mile

Teamwork

Positive
attitude

Problem
solving

Active listening

Communication

a) Explain how you think these skills are used for customer service

Showing that you can use these skills will be great for your CV!

b) Provide an example below of when you have used them.

If you don't think you have experience with these skills yet, can you think of ways you could build them? The great thing about these skills is that you can use them in any career!

Activities and Leisure



Before you start: have you watched the video? [Click here](#)



Creating the best holiday memories with the Activities and Leisure team means you will get stuck in with lots of exciting activities.

However, all roles in the park have responsibilities you might not have thought of.

On the next page are 3 roles you can find within Activities & Leisure. Can you match up these job roles to their responsibilities?

Each job role should match up to 2 tasks in the table.



Lifeguard

They create a safe and secure environment around the pool

Creative Activities Team Member

They provide and assist with fun and educational activities like pottery painting and sand art

Actor/Presenter

They use their skills in the performing arts to entertain guests

Role	Tasks
	Ensure strict health and safety guidelines are adhered to at all times.
	Check you have the correct amount of equipment each week for activities.
	Offer to help and guide guests throughout their experience so that they have a souvenir to take home to remember their holiday.
	Be a part of meet & greets and interact with guests.
	Ensure all chemicals and clean materials are stored and used safely.
	Perform in events on stage and around the park.

Food and beverage



Before you start: have you watched the video? [Click here](#)



a) As you saw in the video, a smile is a very important thing at Haven.
Why do you think this is?

Hint: Think about what a smile means.

What does it tell other people and how does it make them feel?

b) On the next page is the Labour Market Information (LMI) for cleaners, which is a role you can find in Accommodation. LMI shows you data about the current economic and employment situation. This means you can see:

- Weekly pay
- Annual pay
- The hours you may work each week
- Hourly pay
- Contraction or growth – This is by how much the industry is expected to employ people. If the percentage is negative, then there may be fewer job opportunities in the future and the industry is contracting. If the percentage is positive, then more job opportunities are going to appear and the industry is growing.
- Replacement – This is how many people are predicted to retire and leave the industry. Lots of people leaving the industry means jobs will open up as the employee that retires needs to be replaced with someone else.

Note: Labour Market Information changes all the time so the data on the next page is just an example. For this activity, please work with the data provided.

In Food and Beverage you could work front of house as a member of the waiting staff or flex your culinary skills in the kitchen and even work your way up to becoming a manager!

Waiters and waitresses	Chefs	Catering and bar managers
Weekly Pay £340	Weekly Pay £490	Weekly Pay £470
Hours/Week 38h	Hours/Week 39h	Hours/Week 37h
Annual Pay £17,680	Annual Pay £25,480	Annual Pay £24,440
Hourly Pay £9	Hourly Pay £13	Hourly Pay £13
Workforce Change (projected)	Workforce Change (projected)	Workforce Change (projected)
Growth 0.3%	Contraction -6.6%	Contraction -6.6%
Replacement 63.6%	Replacement 69.6%	Replacement 69.6%
<small>The workforce is projected to grow by 0.3% over the period to 2027, creating 900 jobs. In the same period, 63.6% of the workforce is projected to retire, creating 194,100 job openings.</small>	<small>The workforce is projected to contract by -6.6% over the period to 2027, losing 15,800 jobs. In the same period, 69.6% of the workforce is projected to retire, creating 167,000 job openings.</small>	<small>The workforce is projected to contract by -6.6% over the period to 2027, losing 4,600 jobs. In the same period, 69.6% of the workforce is projected to retire, creating 47,400 job openings.</small>
You might find this job in Food & beverage services Accommodation Employment activities Sport & recreation Retail trade	You might find this job in Food & beverage services Accommodation Employment activities Health Education	You might find this job in Food & beverage services Accommodation Health Sport & recreation Education

b) From the LMI, can you identify?

i) Which role has the highest weekly pay?

A ☐ B ☐ C ☐

ii) Which role is expected to replace the most workers?

A ☐ B ☐ C ☐

iii) Which role has the fewest working hours?

A ☐ B ☐ C ☐

iv) Which role is expected to have the biggest growth?

A ☐ B ☐ C ☐

Head office



Before you start: have you watched the video? [Click here](#)



We call our Head Office the support centre. So how do we support our parks?

In the table below are some of the departments that work behind the scenes with our parks to keep them running smoothly.

Can you remember what they do?

Department	Role
Sales and marketing	
Finance	
People (HR)	



b) Fill in the table below with how you think they might help the park departments.

Department	How do they help the parks and their departments?
Sales and marketing	
Finance	
People (HR)	

Pick a department you have learnt about today and think about what it might be like to work in that team.



What interests you about that area of work and what would you like to do in that department?

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What skills will you need and what jobs might you be able to do well?

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What skills might you need to develop to be successful, and how could you do this?

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Answer sheet

Accommodation

a) Explain how you think these skills are used for customer service

Going the extra mile – This shows guests that you care about their problem, and you care about making things right.

Teamwork – Sometimes you can't solve a problem on your own. You might need help from others so teamwork is key!

Positive attitude – If something is wrong it's not the guest's fault. Staying positive will reassure the guest that you are going to make the effort to help, and thinking positively will help you solve the problem. Even if there isn't a problem, a positive attitude will make guests feel welcome and comfortable.

Problem solving – Knowing how to calmly and logically approach a problem will help you solve it.

Communication – In customer service, you'll need to communicate with guests and your team. Communicating effectively will make sure everyone understands what is happening and it makes it easier.

Active listening – This is a big part of communication! Paying attention makes sure you understand what customers are saying and how they feel – this is very important.

Activities and leisure

Role	Tasks
Lifeguard	Ensure strict health and safety guidelines are adhered to at all times.
Creative Activities Team Member	Check you have the correct amount of equipment each week for activities.
Creative Activities Team Member	Offer to help and guide guests throughout their experience so that they have a souvenir to take home to remember their holiday.
Actor/Presenter	Be a part of meet & greets and interact with guests.
Lifeguard	Ensure all chemicals and clean materials are stored and used safely.
Actor/Presenter	Perform in events on stage and around the park.

Food and beverage

a) As you saw in the video, a smile is a very important thing at Haven.
Why do you think this is?

A smile is the first thing our guests see and it makes them feel welcome. It shows that Haven is a happy place where they are going to have a great time!

b) From the LMI, can you identify?

i) Which role has the highest weekly pay?

A ☐ B ☒ C ☐

ii) Which role is expected to replace the most workers?

A ☒ B ☐ C ☐

A has the smallest replacement rate, however if you look at the numbers, 194,000 jobs will be created. This is the largest amount across the job roles.

iii) Which role has the fewest working hours?

A ☐ B ☐ C ☒

iv) Which role is expected to have the biggest growth?

A ☒ B ☐ C ☐

Head office

a) Can you remember what they do?

Department	Role
Sales and marketing	Sales & Marketing are a creative bunch who make our guests excited about booking a holiday with us or owning a holiday home
Finance	Finance looks after the numbers
People (HR)	Our focus is 'people first' and our people team work with the contact centre to be the friendly voice our guests first hear

a) How do you think these departments help the park?

These departments do A LOT, so here are some examples:

Sales & Marketing make guests excited to book a Haven holiday by promoting the parks through TV, social media and much more! They also promote roles that park departments are hiring for so that we can find the very best people to join our team.

Finance look after the numbers and money. This means they set budgets for everything you find in the park. This includes funding activities, buying food, providing equipment to keep our facilities clean, and paying the team members who keep our parks running.

Some members of our People team work in our contact centre to be the friendly voice on the other end of the phone or screen. They work hard to help of guests with any question or problem they have.

Notes

Use this space to take notes:

Notes

Use this space to take notes:

ConGRatulations

**You've completed this
online work experience
programme.**

Ideas for next steps

Youth Employment UK careers hub

Find an apprenticeship

Haven Employer Profile



@YEUK2012



youthemploymentuk



Youth EmploymentUK



Youth EmploymentUK



www.youthemployment.org.uk



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Supported by Youth Friendly Employer Haven