

KEY STAGE 4



# 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!



a) What do you think are the most important skills for customer service?  
Explain why you think they are useful.

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.

Cleaners and domestics	
Weekly Pay <b>£390</b>	Annual Pay <b>£20,280</b>
Hours/Week <b>43h</b>	Hourly Pay <b>£9</b>
<b>Workforce Change</b> (projected)	
Growth <b>0.3%</b>	Replacement <b>63.6%</b>
<p>The workforce is projected to grow by 0.3% over the period to 2027, creating <b>2,100</b> jobs.  In the same period, 63.6% of the workforce is projected to retire, creating <b>455,200</b> job openings.</p>	
<p>You might find this job in</p> <ul style="list-style-type: none"> <li>Services to buildings</li> <li>Accommodation</li> <li>Education</li> <li>Employment activities</li> <li>Health</li> </ul>	

b) From the LMI, can you identify:

i) What is the weekly pay? \_\_\_\_\_

ii) What is the replacement rate? \_\_\_\_\_

iii) How many jobs are expected to be created by people retiring?

\_\_\_\_\_

iv) How many jobs are expected to be created by growth?

\_\_\_\_\_

# 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, running the activities for guests is not the only responsibility you'll have.

Health & safety and safeguarding are two of our business priorities at Haven. All of our teams are committed to providing a safe and secure environment for our guests and team members.





a) Why do you think health and safety is so important?

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b) Who do you think is responsible for health and safety at Haven?

Tick all the boxes that you think apply.




☐ Team managers

☐ Sports leaders

☐ Lifeguards

☐ People who work in Head Office

c) In the table below are some of our popular activities at Haven. What might you have to look out for when running these activities?

Activity	Where can you find here?	What health and safety precautions can you think of?
<p>The Vertical Challenge</p> 	<p>Guests can climb, balance and swing their way through a mid-air high ropes obstacle course.</p>	
<p>The Creative Studio</p> 	<p>Guests can find fun activities such as making seaside slime and sand art, and painting pottery.</p>	
<p>Swimming</p> 	<p>There are a range of swimming pool activities like the lazy river, water parks with slides, and indoor pools with water features.</p>	

# Food and beverage



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





As you saw in the video, at Haven we have waiting staff, bar staff, chefs and managers who all work together to create an exceptional dining experience. The best thing about the experience you'll get as part of the team is that you can take your transferable skills away with you if you decide to move on, and you can also work your way up through the ranks and progress into a senior role.

One of the best ways to work towards progression is... learning and development! Building your technical skills and transferable, soft skills are key to providing excellent service and gaining great experience within the department.

a) Which of these skills do you think are the most useful in the fast-paced atmosphere of food and beverage?

Tick all the boxes that you think apply.

☐ Communication

☐ Problem solving

☐ Time management

☐ Teamwork

☐ Self belief

☐ Positive attitude

b) Can you think of ways you would use these skills in this department?

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

c) 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? It doesn't have to be related to Food and Beverage.

The great thing about these skills is that you can use them in any career!

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# 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)	



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

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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) What do you think are the most important skills for customer service?  
Explain why you think they are useful.

There are many skills that are important for customer service and here are few you will find useful.

- Accommodation
- Problem solving
- Teamwork
- Communication
- Active listening
- Positive attitude

You can use the Young Professional programme to learn how to build them!

- b) From the LMI, can you identify?

i) What is the weekly pay?  
£390

i) What is the replacement rate?  
63.6%

i) How many jobs are expected to be created by people retiring?  
455,200

i) How many jobs are expected to be created by growth?  
2,100

# Activities and leisure

a) Why do you think health and safety is so important?

Health and safety makes sure that guests who visit the park are kept safe by providing safe facilities, preventing accidents, and knowing how to deal with them if they occur. It also keeps the team members who work at our Haven parks safe too! Health and safety also has requirements that need to be followed – its the law.

b) Who do you think is responsible for health and safety at Haven?

If you ticked any of the boxes you are correct, BUT the answer is all of them! Everyone is responsible for health and safety. This means every one who works in Activities & Leisure, and everyone who works in the other departments too, even if they aren't always present at the park (like people who work in Head Office).

c) In the table below are some of our popular activities at Haven. What might you have to look out for when running these activities?

There are lots of answers you could provide, but here are some examples:

The Vertical Challenge – you would need to make sure guests are the correct age to do the activity and that they are wearing the required harness and helmet. You should always make sure these equipment and the activity itself is working and safe. You should also keep an eye on people doing the activity in case they get into trouble and need help. You should explain how to complete the activity to guests so they know how to do it safely.

The Creative Studio – lots of little children do these activities so you should help parents make sure their children are using the equipment safely and guide them how to do things too. Kilns and dryers are used for some of the activities so they should be out of the way of guests (especially children) and they should only be used by the a team member. The team member should also be trained to use the equipment safely.



Swimming activities – team members should have the correct lifeguard and first aid training. They will look out for people struggling in the water or people who are behaving dangerously. For example, you may have been told not to run by the side of the swimming pool before. Team members should also make sure the correct amount of chemicals are used to keep the water clean, as stated in health and safety regulations and laws.

## Food and beverage

All of these skills are useful in Food & Beverage and which ones are most important is up to you. Everyone will think these skills can be used in different ways – but they will all be right!

# 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

b) 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](http://www.youthemployment.org.uk)



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