

Careers in Travel

A zoom webinar for those working towards a career in travel and tourism

22 April 2021

10:30 – 12:00

10:30	Welcome from the moderator Vicki Wolf , Education Manager, ABTA
10:35	Update on the state of the market <ul style="list-style-type: none">• Where are we now?• Travel recovery insights• Consumer confidence• Latest insights from current customer booking data Cressida Sergeant , Chief Commercial Officer, Traveltek
10:55	Public affairs update <ul style="list-style-type: none">• Global Travel Taskforce update and outcomes• Brexit – impact on travel and EU–UK Trade and Cooperation Agreement• UK citizens working in the EU• ABTA’s lobbying work and priorities Emma Wade , Public Affairs Manager, ABTA
11:15	Careers at ABTA <ul style="list-style-type: none">• Diversity at ABTA and the wider travel industry – hear from the ABTA team• Different career paths• Transferable skills within the industry Danny Waine , Head of Membership, ABTA
11:35	Careers and recruitment in travel <ul style="list-style-type: none">• Industry recruitment update• Skills gaps due to COVID-19• How has the pandemic changed the way we work and what is here to stay? Barbara Kolosinska , Director, C&M recruitment
11:55	Summary and closing remarks Vicki Wolf , Education Manager, ABTA
12:00	Close



Speaker profiles



Vicki Wolf, Education Manager, **ABTA**

Vicki is ABTA's Education Partnerships Manager and has worked at ABTA in various roles since the end of 2000. Vicki's main responsibilities include managing ABTA's relationships with Partner Universities and colleges and linking educators with Members and Partners. She represents ABTA on the Travel Apprenticeship Board and worked with People 1st and a number of industry representatives on the Travel Apprenticeship Trailblazer Group. She is responsible for ABTA's annual internship and online training platform and keeping Members informed about developments in education and training. Prior to working at ABTA she worked for the National Department of Transport in South Africa as a Policy Advisor. She has a BA (hons) in Journalism and Politics from Rhodes University in South Africa. Vicki was born in Scotland but spent her childhood and early adult life in South Africa which explains her slightly muddled accent. She has lived in London for the past 18 years.



Cressida Sergeant, Chief Commercial Officer, **Traveltek**

Cressida has an extensive background in both travel and technology specifically within the commercial field of the industry. Currently, the Chief Commercial Officer and board member at Traveltek. Overseeing global sales, account management, marketing and supplier relationship functions. Prior to Cressida joining Traveltek she held senior commercial positions at Kognitiv, Expedia and TravelSupermarket.com. Cressida is also a strong promoter and advocate of women in technology and established the successful Women@Traveltek group. Which provides training and support for women within Traveltek to build and develop their skills. In addition, Cressida was recognised as one of the Top 25 Women Leaders in Software of Europe for 2021.



Emma Wade, Public Affairs Manager, **ABTA**

Emma is Public Affairs Manager at ABTA, the UK's leading travel trade association. Emma joined ABTA in 2019, after working in a variety of public affairs roles across the third sector and local government, and having started her career in Parliament. Focused primarily on the delivery of the association's UK facing policy agenda, Emma has been heavily involved with the organisation's work around the COVID-19 response to date.



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Danny Waine, Head of Membership, ABTA

Danny is Head of Membership at ABTA, Board Director at the Institute of Travel & Tourism, Co-founder of the 'ITT Future You' careers initiative and Non-Executive Director at wellbeing social enterprise Talent Courtyard. Before joining ABTA in October 2020, Danny a travel & tourism graduate, was Commercial Manager at Switzerland's Hotelplan Group Holiday Home Division (HHD), International Business Development Manager at Italian fashion and design school Istituto Marangoni and Co-founder & Director at overseas wedding specialist, Perfect Weddings Abroad.



Barbara Kolosinska, Director, C&M recruitment

Barbara has worked extensively in the travel industry for more than 25 years and is firmly established as one of the sector's key figures. After enjoying roles at Air Jet and Holiday Autos, Barbara worked her way up to become Director at C&M Travel Recruitment, the UK's largest specialist travel recruitment company. She also holds a place on the Board of Directors at the Institute of Travel and Tourism and was voted one of the most influential women in travel.



Contributor profiles



C&M Travel Recruitment is the UK's largest specialist travel recruitment company and offers permanent, temporary and contract roles in a wide range of sectors including retail, cruise, tour operators, OTAs, leisure and business travel. Since forming in 1998, C&M has become the industry's leading recruitment consultancy and has worked with many companies in the industry, ranging from small niche operators to some of the biggest names in travel. Its sister company, C&M Executive Recruitment, has also gained an award-winning reputation and established itself as one of the UK's premier senior recruitment consultancies. www.candm.co.uk



Traveltek is one of the world's leading travel technology providers. A pioneer in its field, the company has been delivering cutting-edge solutions to travel businesses for almost two decades. It operates worldwide with offices located in the United States, United Kingdom, India, and Australia - with the head office located in Glasgow (UK). The company mission is to connect the world through travel; by delivering unique technologies, extensive distribution capabilities, and sophisticated data insights. Traveltek's award-winning product suite includes; iSell – featuring dynamic packaging solutions including both cruise and tours itineraries; iBos – back-office systems offering CRM, booking reports and documentation; travel API - connects to hundreds of leading travel suppliers; and data insights. We are continually innovating and developing our products to ensure we deliver high-quality software and tools for travel companies to remain cutting edge within a highly competitive marketplace.

www.traveltek.com

