

# iGCSE Travel & Tourism

## Unit 3: Customer care and working procedures

### 3.2 Identify the essential personal skills required when working in the travel and tourism industry

#### Learning Objective

To know the need for essential personal and interpersonal skills in particular job roles (Grade C)

To identify importance of personal presentation, clear speech, numeracy and literacy skills (Grade B)

To assess the importance of applications of technology (Grade A)

#### Starter

- List the things you are good at.

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**Minjie Lin**



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