

# Tourism Export Council of New Zealand & *young* TEC





# Introducing *young* TEC – New Zealand training future tourism leaders...





## **Synopsis:** Who & what is *young* TEC?

- Voluntary ‘networking’ young organisation under 36 years and TEC members
- Regional coordinators & groups for networking
- Participate in a National Development Programme during ‘low season’ (8 weeks)
- Matched with industry mentors
- Able to be self sustaining organisation
- Role model and share knowledge with tourism industry leaders of the future



# Objectives of *young* TEC:

<b>VISION</b>	To enhance the New Zealand tourism export industry by facilitating the development of the industry's future leaders
<b>MISSION</b>	To provide support, education and networking opportunities to further the professional development of young people working in the New Zealand tourism export industry

## Goals:

- To provide networking opportunities for young people in the tourism industry through events and conferences
- To facilitate a mentoring programme where young people in the tourism industry can learn and grow by shadowing and learning from senior tourism experts
- To up-skill young people in tourism through a series of workshops and hands on training initiatives (National Development Plan - NDP)
- To reward achievement in the tourism industry by a young person or people through an awards scheme
- To create training collateral and information portals which encourage young people to consider the tourism industry as a career path, and assist them in starting their career
- To observe and participate in leadership exercises & role modelling



# Target Audience: *young* TEC

## Tourism Professionals

- First time employees of tourism & hospitality businesses
- Middle sales & marketing executives
- Senior sale & marketing staff, General Managers and/or others in key leadership roles
- Owner/operators wishing to learn more about industry

## Tourism Employers

- Opportunity for staff to network with own generation peers
- Professional development opportunities
- ‘Bridging the gap’ networking between experienced and rising tourism professionals



# Evolution & development of *young* TEC

- Mooted at Conference Tauranga 2011
- Meeting of interested parties Trenz, May 2012
- YTEC business plan integrated with TECNZ Strategic Action Plan
- YTEC Chair sits on TECNZ Governance Board
- YTEC Web pages, Facebook & hashtag #youngtecnz operational!
- Regional ‘volunteer’ coordinators appointed with networking meetings around the country: Auckland, Rotorua, Wellington, TOTs (Top of South), Christchurch & Queenstown
- YTEC election process August each year for elected Executive
- YTEC Summit/Conference day– December each year
- YTEC National Development Programme – initiated June 2014
- YTEC ‘inaugural’ Award for Excellence 2014
- Currently have 180 members located regionally around New Zealand

# Elections & Executive committee of *young* TEC



**Dylan Rushbrook**  
SKYCITY Hotels (Chair)



**Loren Heaphy**  
Tamaki Hikoi, Auckland



**Julia Panfilo**  
Christchurch Cant. Tourism



**Bryn Lloyd**  
Te Papa Museum



**Kim Cormack**  
Tourism New Zealand



**Shayne Forrest**  
Hobbiton Tours



**Anna Kerslake**  
Real Journeys

- The Chair of Young TEC sits on the TECNZ Board of Directors
- Young TEC have their own [Constitution](#) and annual electoral process
- Regional coordinators organize networking and educational events

**AUCKLAND**

**79**

Dylan Rushbrook  
Loren Heaphy  
Kim Cormack

**ROTORUA/CNI**

**19**

Shayne Forrest  
Mary Tolley  
Haydn Marriner

**QUEENSTOWN**

**45**

Anna Kerslake  
Hannah Murrell  
Louise Clark

**207**



**WELLINGTON**

**51**

Bryn Lloyd  
Lisa Ashford  
Judy Chen

**CHRISTCHURCH**

**&**

**Top of the South**

**13**

Julia Panifilo  
Ryan Abrahamson  
Nick Dwan



# young TEC



## Young TEC National Development Program



### YOUNG TEC NATIONAL DEVELOPMENT PROGRAM

#### WHAT IS MENTORING AND WHY IS IT IMPORTANT?

##### Definitions of Mentoring

Mentoring is a relationship, which gives people the opportunity to share their professional and personal skills and experiences and to grow and develop in the process. Typically, it is a one-to-one relationship between an established and senior employee and a new employee. It is based on encouragement, openness, mutual trust, respect and a willingness to learn and share. Mentoring recognizes the importance of life long learning and establishing the workplace as a learning organization.

#### ROLES AND RESPONSIBILITIES

##### The Mentor

- Listens
- Facilitates the mentee's professional growth and learning
- Provides information, advice guidance and constructive feedback
- Supports, encourages and challenges
- Clarifies a direction and gives suggestions for action
- Leads by example

##### The Mentee

- Willingness to take personal responsibility for growth and development
- Setting personal development goals
- Openness to feedback and coaching on their professional development
- Accepts responsibility for their own decisions and actions

#### Attributes applicable to both mentors and mentees include:

- Maintains confidentiality
- Maintains mutual trust and respect
- Attends all scheduled meetings
- Effective listening, openness and commitment
- Time management and self management skills
- Challenging, analytical and evaluating
- Ability to set goals
- Openness and willingness to accept change
- Commitment to learning





# What was in the 2014 National Development Programme?

	<b>DATE:</b>	<b>TOPIC:</b>	<b>SPEAKER 1:</b>	<b>SPEAKER 2:</b>
Week 1	Tuesday 17 June	<b>Career Planning</b>	Lesley Immink Tourism Export Council	Steve Shearer Scenic Hotel Group
Week 2	Tuesday 24 June	<b>Tourism New Zealand &amp; International markets</b>	Kevin Bowler Tourism New Zealand	Anna Black General Travel
Week 3	Tuesday 01 July	<b>Tourism Industry Overview</b>	Lynda Keene Nelson Tasman Tourism	Chris McGeown TIA & Tourism 2025
Week 4	Tuesday 08 July	<b>Customers, Sales &amp; Social media</b>	Imogen Ovens & Jo Brothers Air New Zealand	Amy Cooper Intercity
Week 5	Tuesday 15 July	<b>Distribution, Traditional and Online</b>	Martin Horgan Southern World & President of Tourism Export Council	Kathy Turner Tomahawk
Week 6	Tuesday 22 July	<b>Human Resources</b>	Amber Margrain Accor Hotels	Ken McTague ATS Pacific
Week 7	Tuesday 29 July	<b>Maori Cultural Training</b>	Butch Bradley NZ Maori Tourism	Ceillhe Sperath TIME Unlimited
Week 8	Tuesday 05 Aug	<b>Public speaking &amp; presentations</b>	Lesley Immink Tourism Export Council	Jo Braddock Tourism New Zealand

# Results: 2014 National Development Programme



# Participants



"Fantastic programme to be apart of . I especially like having a mentor outside of my organisation."  
*Hariata Ngatai, Polynesian Spa*

"It was great being able to watch the sessions at a different time."  
*Phillip Louie, Te Papa*

"This programme would have been great when I first started in the tourism industry as a good overview to learn all the components quickly."  
*Rebecca Rothera, Tekapo Springs*

"It's this practical advice that I think is missing from the university programs which perhaps have a more global focus on Tourism."  
*Amy Simpkin, Tourmasters*

"the programme was very informative and really enjoyed the question & answer time as it answered my questions!"  
*Amanda Robb, Brentwood Hotel*

"Every week there was something new and something that challenged how you viewed the tourism industry and the future for our industry."  
*Dylan Rushbrook, Skycity*

"Programme is definitely worth the value & I hope that more participants will be in the seminar next year. "  
*James Yu, Bayview Hotels & Resorts*

"It was great having a presence with those that often you wouldn't get to see. Great tips to take away and think about "  
*Tash Lawrence AJ Hacket Bungy & Akl Bridge Climb*

"I think it's an awesome initiative and goes some way to steering enthusiastic young tourism folks into long term career stars! I really enjoyed mentoring and happy to do more of it."

*Dawn Muir, Department of Conservation*

Ensuring that we have enlightened young tourism colleagues is not only good for the industry long term but I felt motivated by their desire to learn and their enthusiasm for the industry too.

*Gina Paladini, CEO Tomahawk*

"Huge change in their confidence and a lot more offering up of ideas and engagement in strategic planning."

*Helen Bissett, CEO Tourmasters*

"YTEC and the NDP is a great professional development tool for employers."

*Lynda Keene, CEO Nelson Tasman Tourism*

"Feels sort of like the older All Blacks giving guidance to the new boys on the park who in fact will one day succeed them!"

*Martin Horgan, Southern World Travel & TECNZ President*

# Speakers & Mentors



"I think this is a great TEC initiative and consistent with what the sector needs more of, - good mentoring and learning opportunities."

*Kevin Bowler, CEO Tourism New Zealand*

"Some great talent in the group. Lots of questions, interest and interaction - overall a great evening."

*Anna Black, Director, General Travel*

# Results:

## Young TEC Excellence Award 2014

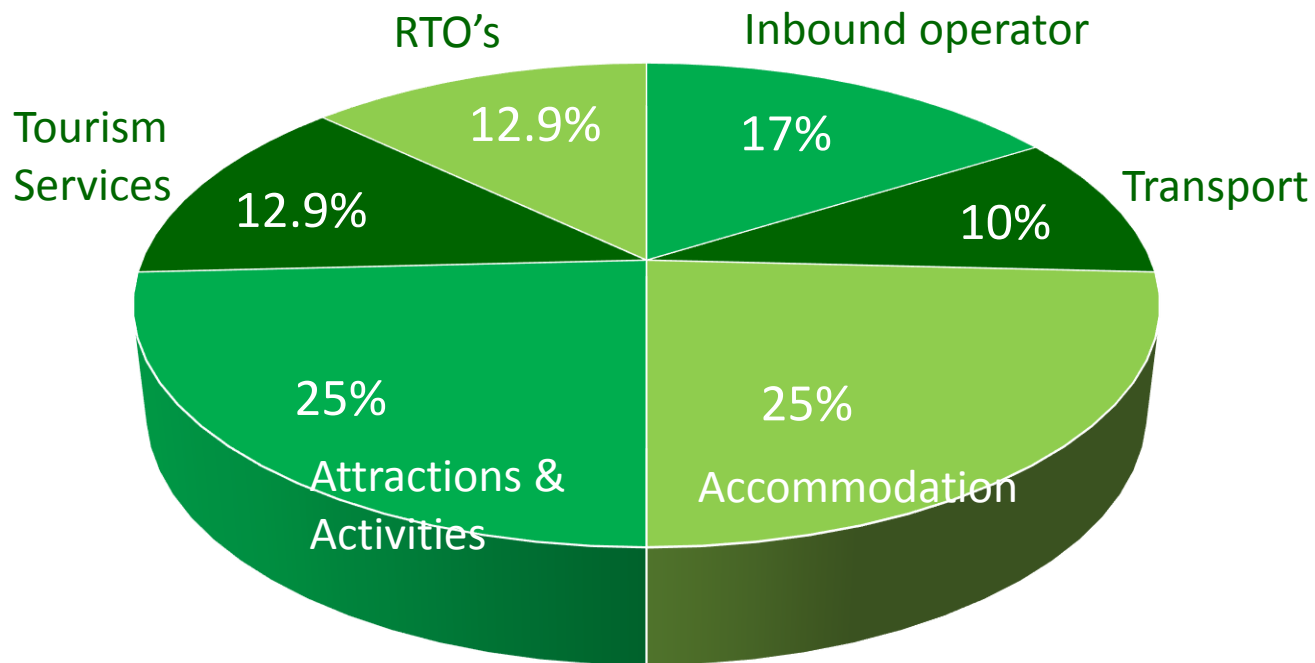


Dylan Rushbrook of Skycity Hotels being presented with his award by Associate Minister of Tourism, Rt. Hon Todd McLay

**The sponsored prize package includes:** two weeks internship at a Tourism New Zealand off-shore office, flown by Air New Zealand and hosted by Accor Hotels, plus \$1000 travel expenses spending money from the Tourism Export Council

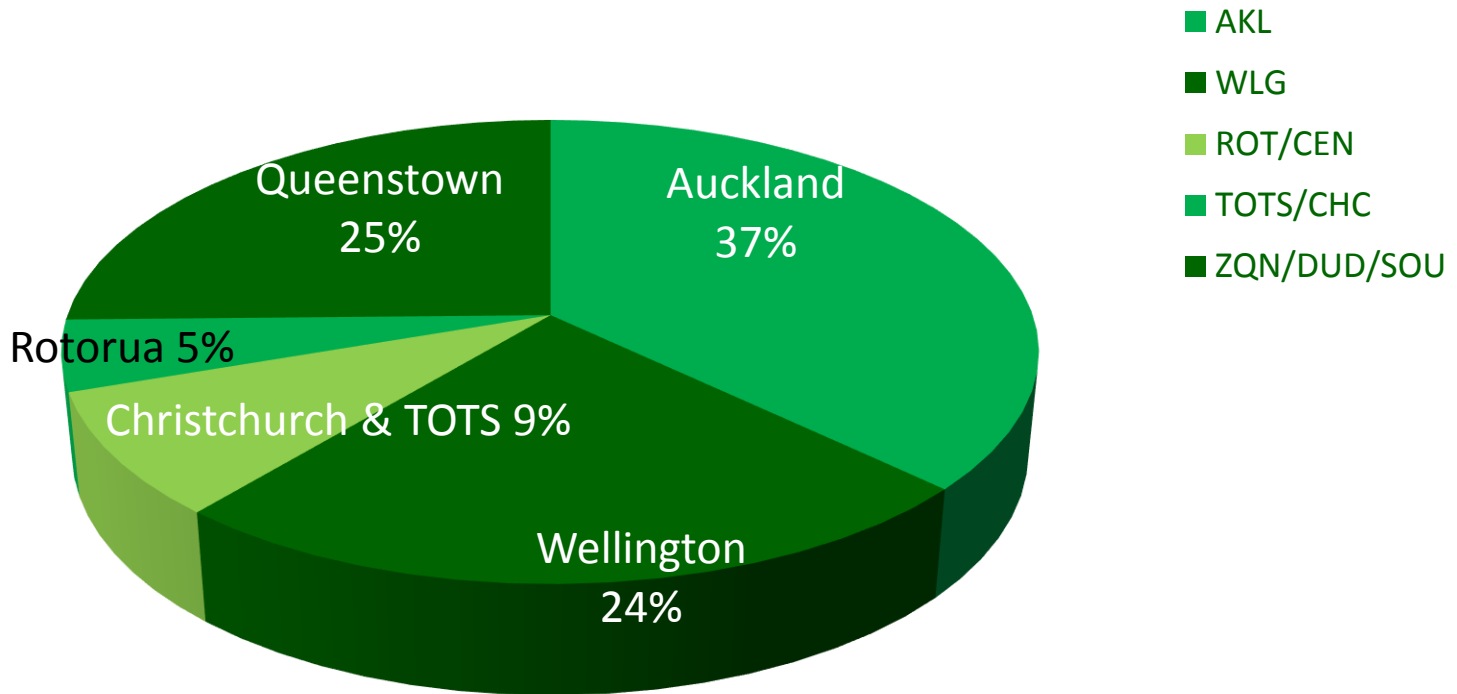
# *young* TEC Statistics

Member type June 2014



# *young* TEC Statistics

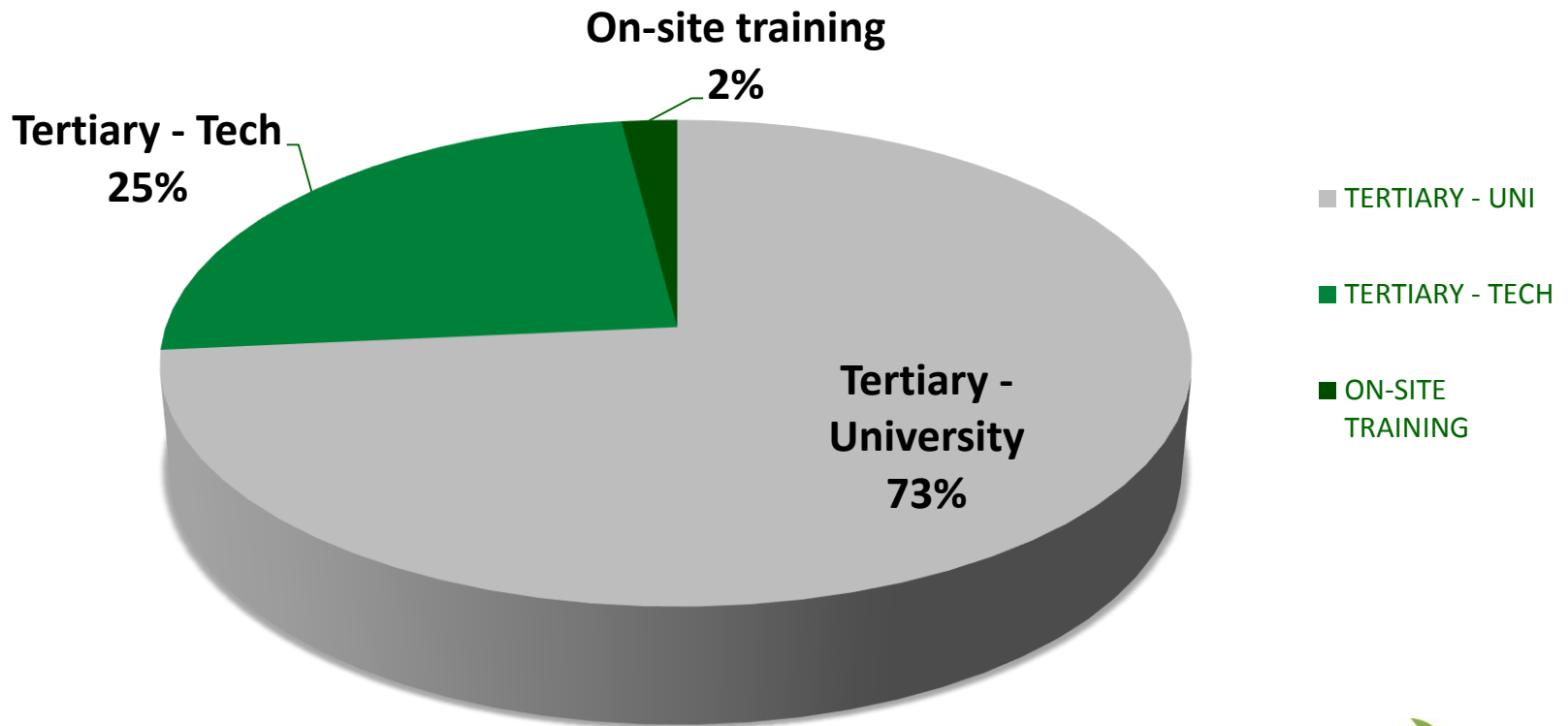
Regional spread June 2014





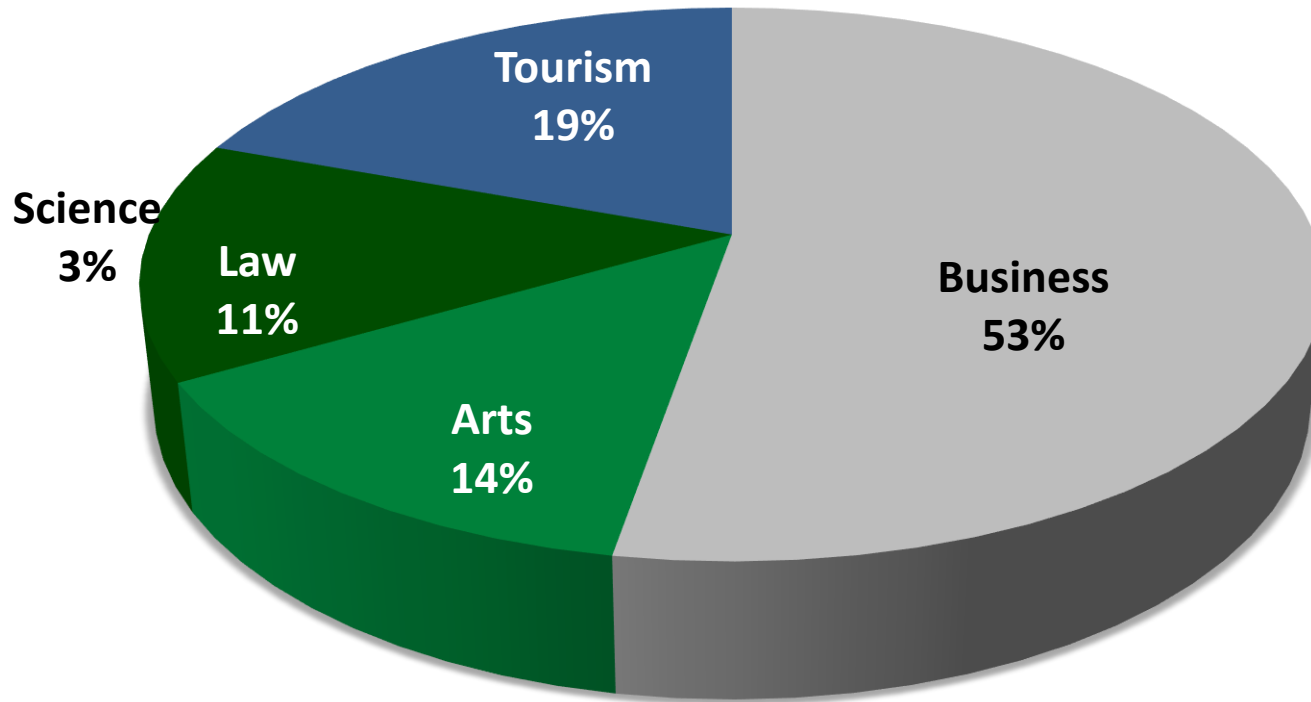
# *young* TEC Statistics

## YTEC Educational Background 2014



# *young* TEC Statistics

What type of degree or study background?





# *young* TEC Salary results

## STARTING:

- \$25k - \$35k 53%
- \$35k - \$50k 43%
- \$45k - \$55k 4%

## CURRENT:

- \$35k - \$50k 26%
- \$50k - \$65k 43%
- \$65k - \$80k 20%
- \$80k - \$100k 11%



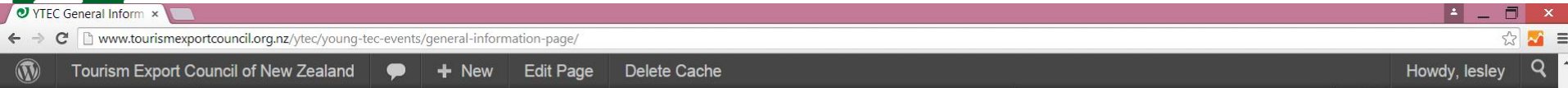
# Survey Results June 2014

- 45% response rate from members
- 98% have tertiary qualification
- 65% respondents said they spent less 5 hours studying tourism & travel distribution
- 76% said if tourism/travel distribution paper was offered, they would take it
- 15% can speak more than one language
- Only 16% chose tourism as a career at Secondary level, 37% at Tertiary, 49% while working part or full time

**Key comment:** *this information has been extremely useful for Young TEC members, employers, and industry training organisation's. Not enough information is available re how to work with 'distribution channels' and we hope to rectify this with Young TEC members being industry ambassadors promoting 'tourism as a valued career'.*

# Additional information:

[www.tourismexportcouncil.org.nz/ytec](http://www.tourismexportcouncil.org.nz/ytec)



## GENERAL INFORMATION



*Young TEC* is a subsidiary youth group of the Tourism Export Council specially created for members under the age of 36 years. **Register** your membership to *Young TEC* today!

Members have their own constitution and executive committee structure.

- Executive committee

*Young TEC*'s Executive committee members are elected from the key regions of Auckland, Rotorua, Wellington, Christchurch and Queenstown. Executive committee elections are held annually, click here to access **nomination forms**.

Each region has 2-3 regional coordinators who facilitate local networking events. Click here for a list of the **Executive Committee and Regional Coordinators**.

### TOOLS

- PDF Toolkits
- Industry Positions Vacant
- Tourism Export Council of New Zealand 2013 E-Directory
- Become a Member
- Follow us on Facebook
- Find us on Twitter
- Subscribe to our RSS feed
- Join us on LinkedIn

### What's New?

### Member Updates

#### Conference registrations online

Registrations for the Tourism Export Council annual tourism conference are now being received. Click here to view the Conference programme and pre conference famil options. More information [...]  
[More ▶](#)

#### Auckland Adventure Jet – Operations & Marketing Manager


Job Description – Operations/Marketing Manager  
We are a small growing company and our staff work together as a team. This role, however, is the gel of [...]  
[More ▶](#)



# young TEC Facebook page

Young Tourism Export Council of New Zealand

Page Messages Notifications Insights Posts Settings Help



**Young Tourism Export Council of New Zealand Organization**

Timeline About Photos Reviews More

271 likes  
1 visit

Vanessa Immink, Stephen Marshall and 7 others like this.

**Promote Your Page**  
Reach up to 210,000 people near Wellington  
**Promote Page**

**Status** Photo / Video Offer, Event +

What have you been up to?

**Young Tourism Export Council of New Zealand**  
Posted by Lesley Immink [?] · April 8 at 5:36pm ·

Registrations for the 2015 Tourism Conference in Dunedin 16-18 August are now available online. <https://tourism-export-council-conference-2015.lilregie.com...>

**Tourism Export Council Conference 2015**  
Join the tourism industry's networking trade event of

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**Young Tourism Export Co...**  
Some days you just have to share things. Best surprise with courier this morning from Air...

**Boost Post**

**Michelle Stephenson** shared Wisdom Quotes's photo.

**Briana Barkla** likes Gareth Price's video.

**Robyn Davies** likes Fiona Bulcraig's photo.

Vanessa Immink Mobile

Becca Immink Mobile

Matthew Sheaff Mobile

Anneke Mills Mobile

Renée Watson ... Mobile

Kirsty Wakelin Mobile

Danni Arnell Mobile

Stephen Post Mobile

Anne Blakeway Mobile

Wayne Hunt Mobile

Jan King Web

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# young TEC newsletters

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## Young TEC Update May 2015

It's hard to believe TRENZ is almost upon us and winter is well and truly coming. We've got plenty to update you on, including our exciting new 'Rising Star' Award and an even better National Development Programme starting on the 7th June. Don't forget to register soon as spaces are filling up fast!

Most importantly, we hope to see those of you attending TRENZ for a drink and catch up at the TRENZ bar, after appointments on Monday the 18th May.



The National Development Programme starts soon and is set to be even bigger and better than 2014! Details to register are below.



The Young TEC Excellence Award and the all new Rising Star Award close on the 1st June. Hurry and get your nominations in before it's too late!

