

# iDM Q&A - Hotelplan

## **What is Thomas Cook In-Destination Management?**

In-Destination Management (iDM) is the overseas department of Thomas Cook Group; we are made up of different countries (known as source markets) that operate as one team in destination to service our customers. Source markets include: UK, Germany, Belgium, Netherlands, France, Austria, Switzerland, Hungary, Poland, Czech Republic, Sweden, Finland, Denmark and Norway. You will be working in a multi-national team and could have a German line manager, or living with a colleague from Sweden.

## **What positions can I apply for with Thomas Cook?**

We have a number of different frontline roles available including:

- › Service Representatives
- › Transfer / Airport Representatives
- › Level 3 Qualified Kids Entertainers (equivalent to a Nanny position within Hotelplan)
- › Activity Show Team (Vocal & Dance ability necessary)
- › Destination Administrators
- › Contact Centre Agents
- › Leisure & Entertainment Team Leader – Kids (Qualified) **OR** Show (Vocal & Dance ability necessary)

Please have a read through the job descriptions to see which role you think you would prefer to apply for; some positions have essential requirements so it's really important that you meet the essential requirements before applying.

## **What happens after I apply?**

After your application has been submitted, it will be screened as part of the recruitment process. Once your application has been successfully screened, you will be invited to attend an Skype or telephone interview. If successful through this process, you will be invited to attend a Service Academy inducting you to the company; you will learn further skills necessary to carry out the role overseas.

## **What destination will I be placed on for Summer?**

You will receive a placement upon successfully completing the Service Academy; this could be in any one of our destinations where we service our customers therefore we need employees to be 100% flexible with regards to destination.

## **Do I get to request where I want to work in my first season?**

During your first season you will be placed where we have vacancies; you will not be able to make any preferences. Once you have successfully completed a summer season you will then be able to take part in the placement process which is cascaded every summer. We need our employees to be 100% flexible at all times.

## **I passed my telephone / Skype interview as a Service Rep, does this mean I will be placed as a Service Rep?**

During the Service Academy, your skills and attributes are constantly assessed by your mentor and the HR & Planning team. Therefore you could be role-changed whilst on the Academy to another role, for example an Airport or Transfer Rep role, if the correct skills are shown.

## **How long will the season be?**

We expect our employees to be available to work until the end of October; specific dates of your placement offer will be confirmed upon receiving your placement however these can be changed due to meet operational requirements with sufficient notice.

## **Will I receive a uniform?**

We will arrange for everyone to receive their uniform at the end of the Service Academy; within the first day or two after arrival you will be asked to have a uniform fitting where you will try on the uniform to ensure you order the

correct size. This will then be ordered and delivered to the Service Academy before you leave for you to take with you to destination; your uniform will be your responsibility after this point.

**How long will I be at home for after the Service Academy?**

We will aim to send you out to destination within 3 weeks of successfully completing the Service Academy however due to the nature of the business this can vary. We ask that you remain flexible regarding the date you travel to destination and further clarification will be given on the Service Academy

**Will flights be booked for me to and from my Summer destination?**

The company will provide flights to and from destination from a UK airport however, should you resign through the season and choose not to work your contracted notice period, the company will not provide a flight for you. If you choose to resign from your role with the company and work your contracted notice period, then flights will be provided for you.

**How much baggage am I allowed to take with me?**

The company will pay for 30kgs luggage allowance. Always check your ticket for your allowance; TCX & Condor flights may state 20kgs however we always request an extra 10kgs which may not show on your ticket. If you are booked on an Easyjet or Ryanair flight to destination, please be aware that you may have a higher luggage allowance due to the airline rules however on the way back from destination, you may be booked on a TCX flight with 30kgs allowance—anything over this will not be covered by the company. If on the rare occasion less than 30kgs has been booked for you, please keep a receipt and speak to your manager once in destination.

**Will I need to get a visa to work in some countries?**

Some destinations do require a visa in order to be able to work there. Should you require a visa for your placement, a member of the HR & Planning team will support you through the visa process. In order to obtain your visa you may be required to travel to the Consulate, however full information will be given to you should this be applicable to your placement and the HR & Planning team will offer assistance.

**I don't want to be placed in Turkey, I don't feel safe.**

There has been a lot of negative media coverage regarding Turkey however, as a company we follow the FCO guidelines which states whether or not a country is safe to travel to. The safety of our customers and employees is paramount and whilst we are advised that travel to certain countries is safe and we have customers in destination, our employees are expected to remain 100% flexible.

**What is the accommodation like overseas?**

The accommodation overseas varies from destination to destination. You may be required to share a hotel room when you first arrive in destination for your in-resort induction however, once you are moved into employee accommodation, you will receive your own bedroom. Employee accommodation can be shared apartments or houses, studio apartments or hotel rooms.

**Can I have time off during the season to attend a wedding / birthday etc.?**

Requested leave during the season cannot be guaranteed and will only be authorised by the Destination Manager upon arrival into destination.

**What free time/days off will I receive?**

Working overseas you will receive 2 days off per week (pro-rata) which are agreed by your line manager in advance; one of your days off may be divided into two half-days if necessary and days off are generally not on consecutive days. Due to operational requirements in destination, you may be required to work seven days in a given week. Any days worked in addition to the five standard days per week will be compensated for with time off in lieu; these lieu days are to be taken immediately after the additional day(s) worked.

**When is payday?**

Payday for UK employees will be the last working day of each month. If you arrive in destination after the payroll cut-off date you will be paid the following month therefore you will need plan accordingly for this.



**How much will I get paid?**

The salary amount varies depending on the role that you are placed into. You will be advised of your salary if you are successful at passing the selection process.

**If I am successful, will I be expected to pay any money?**

If successful, you will need to make your own way to the airport in which you are being flown from however you will be able to claim this back once you arrive in destination; you will be sent a grid which will advise you of how much you can claim back depending on how far you have had to travel. The company will hold a bond of 25% of a month's salary which will be deducted from your first salary (this is normally the money you would be paid for attending the Academy). You will receive this back upon successful completion of your first season. Should you choose to leave the company within your first season, this money will be kept to offset against administration and flight costs. Additionally, you will be required to pay a £300 contribution towards trainings costs or consent to the Company offsetting this amount against your final salary if you end your employment any time during your first assignment period or you are dismissed for poor performance or unacceptable behaviour during your first assignment period. If your final salary does not cover the training costs, the Company will recover the outstanding amount directly from you.

**I have a partner who currently works for Thomas Cook or wants to apply for Thomas Cook, will I be placed in the same destination as them?**

We do not have a couples policy therefore we cannot guarantee that you will be placed in the same destination as your partner. We always try to accommodate couples requests where possible but cannot be guaranteed as it depends on where we have the vacancies, suitability to destinations, language profile, role applied for etc. Once you have successfully completed a Summer season with Thomas Cook, you can request on the placement application form to be placed together for future seasons however there is no guarantee that this will be honoured.

**Will I be employed permanently?**

Depending on the role in which you are placed, you will receive either a Zero Hour or Fixed Term contract, both of which are temporary contracts.

**Is food included when I'm working overseas?**

For employees going into a Nanny role (Kids Entertainer), you will receive Full board at the hotel you will be working in whilst at work. All other roles will not be provided with food.

**If I become ill or am admitted into hospital, will I be covered on Thomas Cook Insurance?**

During your placement overseas with Thomas Cook you will be covered for emergency medical treatment should you require it. If successful through the selection process you will be sent the business travel insurance information which will go into more detail with regards to what you are covered for.

**What clothing do I need to bring with me?**

You will be provided with a uniform to wear whilst working however for your spare time it's good to bring an assortment of beachwear and casual clothing with you. Remember that it can be cold in some destinations at the start and end of season so make sure you bring a jumper with you too!

**Who can I contact if I have any queries?**

Please contact your line manager in the first instance who can answer any initial questions you may have. If you have any further queries, please email us on [Placement.Team@thomascook.com](mailto:Placement.Team@thomascook.com).

**How do I apply?**

You need to click on the following link to submit your application <https://www.surveymonkey.co.uk/r/JBMPNV7>. You then need to email a copy of your CV to [Placement.Team@thomascook.com](mailto:Placement.Team@thomascook.com); your application will not be processed if we do not receive a copy of your CV. The deadline to submit applications and CV's is **3<sup>rd</sup> February 2019**.

**Please note that the above link is for Hotelplan employees only, applications from non-Hotelplan individuals will not be processed and will need to be directed to the main Thomas Cook Careers website. You will be subject to the necessary pre-employment checks including right to work and referencing checks. Thomas Cook will share your application information with Hotelplan.**