

Title: **Case Study
Hospitality & Catering
in Wiltshire & Swindon**

Mokeeda Irving-Spencer grew up in Jamaica and moved to the UK in her late teens.

Now Mokeeda, who is married with a young daughter, has returned to education and training in her mid-20s to gain qualifications in hospitality to help her into a career in hotel management.

“Coming back to college was a bit scary for me,” she says. “Being 25 and being around younger people I didn’t know how they would react to me or me to them. But the college has a good atmosphere and it’s very friendly.”

Hospitality and tourism are major industries in the Caribbean, and she has always been interested in a career in hotels. She left school with good qualifications and studied hospitality at college in Jamaica.

But at 19 she still hadn’t chosen a career. “I didn’t really know where I was going – I decided on a change, decided on other places.”

Mokeeda is currently studying for a BTEC National Diploma in Hospitality Supervision at Salisbury College, and she loves the course.

It covers a range of subjects including the hospitality industry, customer care, marketing, kitchen organisation and food safety, as well as European, Indian and Chinese cuisine.

Completing the course will give her a range of skills to work at a supervisory level. Many of the college’s hospitality students go on to do trainee management schemes in the industry.

“We get to learn lots of different topics and experiences,” she says. “Last year we learnt about the hospitality industry, customer care, marketing, front of house operations and health and safety.

“It is mainly about hospitality, though we do get to look at the catering side, so that if we go into the industry as managers or supervisors we know what we’re telling people to do.”

What appeals to her about the hospitality industry? “I guess it’s the people. I just like helping people. If someone comes in and I can be of assistance, that makes me feel good.”