# Video transcript: Zip World

**What’s great about working in tourism and hospitality?**

**We asked employees from Zip World.**

**Marni**

Tourism is just such a nice industry to work in, because you are essentially just seeing and making people happy all day.

**Bret**

You just meet all kinds of people from all over the world. I think there’s been another 25 brand new members of staff join us – that is interesting as well, to get to know everybody. It is a load of fun, it is a lot of fun really.

**Efa**

I work just by this desk right here. I check people in, greet all the customers. I grew my confidence tremendously. I was really nervous to begin with, I wouldn’t even talk to people or anything. And then I came in here, I met all these people and then I was like, ‘Do you know what? I can actually build myself up.

And I’ve got massive support from all the managers as well.

**Marni**

It’s such a creative role. I do a lot of video editing, photo editing. I’ll schedule posts for the different channels. Instagram, TikTok, Facebook, meet content creators, sometimes celebrities who host TV shows. We had Top Gear here. We had The Apprentice here.

I don’t think it really matters what background you have got. As long as you are personable and you are passionate, anyone can work in hospitality, especially in Wales, because it is gorgeous.

**End Board**

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