

## My career in brief...

Name: Ian Chapman  
Job title: Regional Director West Mediterranean TUI  
Destination Services  
Employer: TUI Group



### 1. Please give a brief overview of your career history – where you started, how you progressed, the companies you have worked for etc.

I have over 25 years experience in customer facing tour operating, having commenced my journey in 1990 as a Rep in Ibiza and working my way through the ranks to Regional Manager for First Choice. Following the merger in 2007 of Thomson and First Choice, the Company then becoming Europe's leading travel company, I became Director of Holiday Experience.

As Director of Holiday Experience, I have been responsible for the 5.6 million holidaymakers who travel on package holidays every year and a team of over 3,000 employees overseas. Following the recent merger of TUI Travel PLC and TUI AG to create TUI Group, I am now Regional Director of West Mediterranean for all source markets.

### 2. Have you always wanted to work within hospitality and tourism? If not, how did you end up where you are now?

I joined TUI because they were a fun and exciting tour operator, who were really going places. They offered me room to develop my own career, as well as an opportunity to see some fantastic places.

### 3. What sort of qualifications and training have you had?

- I have completed the Korn/Ferry International Leadership course.
- I have been on the Board of Crisis Directors for Tour Operators for the last six years.
- I sit on the Health & Safety Board for ABTA
- I have been a member of the Customer Experience Forum for the past two years which is attended by HSBC, John Lewis, McDonalds, O2 and Aviva.
- I have completed the Oxford Group Executive Coaching course
- I sit on Board of both Distribution and Tour Operators
- I have completed three different courses on how to deal with the media

### 4. What are the top 5 activities you would typically carry out on a daily basis?

- Managing financial budgets and planning
- Looking at new products and destinations
- Working with colleagues to improve our customer service
- Managing and motivating an international workforce
- Forward strategically planning of future seasons

### 5. What do you most enjoy about your job?

No two days are ever the same, knowing that my team and I play a major part in the most important week or two weeks of our customers lives every year. Seeing some of the most

beautiful destinations in the world and meeting the most fabulous people, both customers and staff, that you could wish to meet.

## **6. What would you say is the biggest challenge you face on a daily basis?**

Making each and every one of our customers feel special on every holiday they take with us, whilst achieving maximum people engagement with our teams.

## **7. What would you say is your biggest achievement to date?**

The integration throughout the merger of Thomson and First Choice and more recently the merger of TUI PLC and TUI AG to form TUI Group, whilst delivering business as usual to our customers.

## **8. Who has been the greatest influence/role model in your career and why?**

My parents who gave me the passion I have for travel by giving me the opportunity to travel so much as I was growing up. I have worked for many different bosses in my time with TUI, all of whom have brought many different things to my development

## **9. Do you have a favourite tale or most memorable moment from your career? If so, please tell us about it!**

Ash crisis when all planes were grounded for three days. I was leading the evacuation of over 20,000 customers from around the world whilst actually being trapped myself in Cyprus (there are worse places to be stranded!). The teams were just amazing and there was a fantastic sense of achievement to work so closely to so many people, many of whom hadn't slept for days to ensure our customers got home as soon as possible.

Another one of my favourite tales is that of an Irish customer who took a television to Lanzarote and was terribly upset when he found he couldn't get Irish TV in Spain!

## **10. What piece of advice would you offer someone who wants to work within our industries?**

Have lots of energy and stamina – if you have that and you love different cultures, there is no better business in the world that allows you to travel and meet amazing people and be a part of something as important as someone's holiday.

## **11. Why would you encourage someone to work in our industry?**

The people in it are amazing. It gives you a real grounding and understanding of the business from implementation to delivery of the end product. It is constantly evolving and offers a different challenge every day. It is also the most satisfying industry to work in and definitely the most fun.

### **Further information**

For further information on career opportunities at TUI please visit [www.tuitravelplc.com/careers](http://www.tuitravelplc.com/careers)

For further information on career opportunities in passenger transport and travel please visit [www.careerthatmove.co.uk](http://www.careerthatmove.co.uk)