



VIEW Support Material
www.countec.org/view

VIEW Gatwick
An Introduction

An Introduction to Gatwick

This VIEW resource has been designed to help students with the Leisure and Tourism GCSE. In particular students are able to use VIEW Gatwick to help them complete their assignment work for Unit 2 Marketing in Leisure and Tourism and Unit 3 Customer Service in Leisure and Tourism.

Through careful investigation of the resource students will find enough evidence to complete their assignment work to the highest standard. VIEW is an accessibility tool not a teaching tool. It simulates the real working environment. No one tells students the answers; they have to use their investigative skills referring to the available interviews, pictures, narratives and video sequences and so on. They should also carry out further research using the websites suggested by the resource.

There are four different organisations that cooperated with the making of VIEW Gatwick:

- BAA Gatwick – covering both Marketing and Customer Service
- Servisair – covering Customer Service
- Le Meridien – covering both Marketing and Customer Service
- Virgin Atlantic – covering Customer Service