

Exploring Career Challenges for English Graduates in the Tourism Industry: A Comprehensive Analysis

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Abstract- While it comes to understanding complicated financial paperwork, such bank statements and property appraisals, which are essential for efficiently processing visa applications, English graduates employed in tourism companies have considerable challenges. **The objective of this study** is to examine the difficulties encountered by English-graduate agency officers in Bangladesh's tourism industry and to determine the fundamental competencies required of English graduates who wish to work as agency officers in travel agencies in the nation. **Using a qualitative methodology** and a purposeful approach, the study identified and interacted with ten tourist businesses that used English graduate officers in a methodical manner to learn more about their issues in the industry.

The findings reveal that most English graduate agency officials have trouble writing bank statements, property assessments, trip history reports, visa applications, and marking immigration seals. These results highlight the common challenges English graduate agency officers encounter while writing a variety of documents, including bank statements, real estate appraisals, travel logs, immigration seals, and visa applications.

Index Terms- 1. English graduates, 2. Tourism industry, 3. Visa applications, 4. Agency officers, 5. Written Documentation , 6. Immigration Seal

I. INTRODUCTION

The tourist business is a dynamic and diversified sector that plays a crucial role in the global economy. Today's people travel across borders for a variety of reasons, including business, pleasure, and education, thus the need for smooth and effective travel services has never been higher. The complex procedures involved in securing visas, overseeing business-related licensing, and arranging air travel are crucial to the tourist sector. English graduates are well-entrenched in this intricate environment, working for specialist travel businesses that take care of these vital duties for tourists. English graduates who understand the complexities of visa applications, licensing processes, and travel logistics make up a sizable portion of the workforce in the broad field of tourism-related services. But their career path is not simple, filled with a variety of obstacles that might make it difficult for them to carry out these crucial duties effectively. The difficult procedure of applying for a visa is one of the main issues faced by English graduates working in tourist firms. People

who want to travel and seek visit visas for various countries encounter a daunting array of documentation requirements. These crucial records cover a wide range of financial details, such as bank statements, property appraisals, and evidence of income, and together they establish a person's eligibility for a visitation visa. Both the applicants and the English graduate officers handling the visa application procedures face significant challenges as a result of this intricate paperwork process. Those who apply for visitation visas frequently have a heavy burden of gathering a large number of paperwork. These records contain detailed financial information, including bank statements and property assessments, in addition to personal identity documents. The intricacy increases when agency staff have to understand how complicated these financial records are in order to determine an applicant's financial status with accuracy. Understanding a person's bank statements is a crucial step in the visa application process. Agents are required to interpret financial transactions, examine the source of income, and assess the stability of the person's financial situation. One critical skill that English graduates working in tourist agencies need to have in order to efficiently assist with the visa application process is the ability to analyze complex financial data.

Property value complicates the paperwork procedure even more, frequently confusing agency staff as well as applicants. A thorough grasp of real estate dynamics, regional market trends, and property appraisal techniques are necessary to assess the worth of a person's property. English graduates who navigate this part of the tourist business have a difficult situation since the outcome of a visa application is heavily influenced by the accuracy of property assessment. Verifying revenue also adds another level of difficulty to the documentation procedure. Agency personnel are required to investigate the source of a person's income, evaluate its dependability, and calculate their monthly earnings. To obtain a thorough picture of the applicant's financial soundness, this entails interpreting pay stubs, job contracts, and other financial papers.

In short, English graduates working for companies that provide travel-related services face a distinct set of difficulties in the tourist sector. These graduates face significant challenges because of the difficult process of applying for visas as well as the requirement to understand complicated financial documentation, property assessments, and income sources. There is a critical need for focused training programs and professional development

activities to give English graduates the tools they need to succeed in the competitive tourist sector while they work to overcome these obstacles. English graduates will be more empowered if they comprehend the complexities of financial documents and improve their capacity to overcome these obstacles, which will help increase the tourist industry's overall efficiency.

Problem statement

Performing duties as an English graduate agency officer frequently presents difficulties. It is important to maintain documentation of people's properties, including information on their number, location, and value. In this position, comprehending their monthly revenues and sources of current cash is a significant problem.

Research objectives are:

- To Identify the challenges encountered by English graduate agency officers in the tourism sector in Bangladesh.
- To determine the essential skills required for English graduates aspiring to work as agency officers in travel agencies in the country

Research Questions:

- 1 What are the challenges encountered by English graduate agency officers in the tourism sector in Bangladesh?
- 2 What are the essential skills to work as English graduate agency officers in any tourism sector agency?

Literature Review:

The combination of English studies and the dynamic tourism industry provides graduates who want to work in this field with a unique setting. While English graduates are valuable contributors with strong communication and analytical skills, they may have unique challenges navigating the intricate tourism sector. The goal of this review of the literature is to look into and assess the challenges faced by recent English graduates who want to work in the travel industry. Travel and tourism companies often employ English graduates, who are highly recognized for their proficiency in the language, in multicultural environments. Still, there are challenges in navigating linguistic and cultural nuances. According to Smith's (2018) research, English graduates who work in tourism-related roles need to have effective cross-cultural communication abilities. This means being mindful of different communication styles, nonverbal cues, and cultural sensitivities. Graduates in English, who are highly regarded for their language proficiency, often work in multicultural environments in the travel and tourism industry. Still, there are challenges in navigating linguistic and cultural nuances. According to Smith's (2018) research, English graduates who work in tourism-related roles need to have effective cross-cultural communication abilities. This means being mindful of different communication styles, nonverbal cues, and cultural sensitivities. The tourism industry demands certain technological know-how as well as industry knowledge. English graduates may find it difficult to adapt to these criteria, per Johnson et al. (2019). Lack of knowledge of terminologies and resources specific to the tourism sector may hinder their effectiveness in positions like travel journalism, event organizing, and destination marketing.

Technology plays a big role in the constant growth of the tourism industry. English graduates may find it difficult to keep up with these advancements, which might make it more difficult for them to use digital platforms for content creation, social media marketing, and data analytics. According to Brown's (2020) research, maintaining professional development is essential to addressing this issue.

Even though a large number of English graduates are generalists, the tourism industry usually needs specific understanding. According to a study by White (2017), English graduates may find it challenging to make a name for themselves in niche industries like ecotourism, adventure tourism, or cultural tourism. Getting specialized knowledge or training is a common topic in attempting to address this issue.

Successful employment in the tourism sector typically requires effective networking and commercial participation. English graduates may find it challenging to network due to what is perceived as a gap between their educational background and corporate standards. According to Green's (2018) study, networking opportunities and mentorship programs are crucial for bridging this gap and enhancing the career chances of recent English graduates.

Successful employment in the tourism sector typically requires effective networking and commercial participation. English graduates could have trouble connecting with people because of what is seen to be a gap between their educational background and corporate aspirations. In order to close this gap and increase the career chances of English graduates, Green's (2018) research highlights the need of networking events and mentorship programs.

Methodology

This is **Qualitative Methodology**. This research aims to explore the difficulties encountered by English-trained agency officials working in the travel and tourism sector. **Purposive participant** selection was the approach used, with the goal of finding agencies that had English graduates in these positions.

Identification of Agencies: In order to start the participant selection process, a thorough internet search was done to find tourism-related agencies. Multiple web platforms were utilized to identify a total of sixty-five agencies.

Channels of Communication: The following action was contacting the agencies that had been identified in order to find out if they employed English-graduate agency personnel. For this, a variety of agency-provided contact methods, including phone, email, and official websites, were used.

Selection Criteria: Hiring English graduates as agency officers was the main factor used to choose participants. This criterion was selected with the intention of investigating the unique difficulties encountered by English graduates in the travel and tourism sector.

Reactions and Participant Selection: Ten of the sixty-five agencies that were contacted gave a positive response, meaning that they employ English-graduate agency officers.

These 10 organizations were specifically chosen to be research participants.

Justification for Purposive Methodology: The necessity to match participant selection with study goals motivated the application of purposive methodology. The English graduate agency officers criterion was purposefully adopted to guarantee that the participants who are chosen have the necessary expertise and background that are essential to the study's emphasis.

Goal Achievement: The study's goal of finding and interacting with English graduate agency officers in the travel industry was accomplished thanks to the purposive technique.

The study guarantees a concentrated investigation of the difficulties experienced by people with this particular qualification in their jobs within the tourist sector by exclusively focusing on agencies with English graduates.

Research design: In order to determine the number of English graduates facing difficulties in their professional jobs inside agencies, this study uses a qualitative research technique.

Quantifying and analyzing the scope of problems encountered by English graduates in agency settings is the goal.

Sample size: 10

Sampling: purposive sampling. I located 65 study-related travel companies in Dhaka city after initially listing them. I then contacted each of the 65 agencies to inquire about the number of English graduate officers working for each firm. Eventually, I located 10 officers from ten different agencies. By looking for agencies online and calling them, I was able to locate 10 English graduate agency officers in most cases.

Data collection: 65 agencies were approached and out of 10 agencies responded, we found 10 English graduates and data collection was done through face-to-face interviews. Data was collected with unstructured interviews with 10 participants of different agencies.

As I have found 10 English Graduate Agency Officers from 10 agencies, I am sharing their information below.

NAME	Position	Organization
1. Mohammad Rahman	Travel Consultant	Travel House Bangladesh
2. Fatima Begum	Marketing Coordinator	Voyager Travels Ltd.
3. Kamal Ahmed	Administrative Assistant	Pan Pacific Holidays
4. Nazia Khan	Travel Consultant	Tour Planners Ltd.
5. Abdullah Ali	visa officer-Student	Bengal Tours Ltd.
6. Ayesha Akhtar	Visa consultant officer	Discovery Tours and Logistics Ltd.
7. Shahid Islam	Administrative Assistant	Green Holidays
8. Nusrat Jahan	Sales Representative	Nijhoom Tours
9. Farhan Ahmed	Travel assistant officer	Air Galaxy Limited
10. Tasnim Akter	Visa operator officer	Prime Tourism & Immigration Services

Findings and Discussion:

The process of data analysis involved analyzing the data thematically. A comprehensive analysis was conducted to identify recurring themes or patterns in the participant responses. Six interview questions led me to develop six topics. The motifs are: The following observations are made: (1) on navigating challenges in tourist communication; (2) On skills for success in managing tourism agencies; (3) on problem-solving in agency operations (4) on prioritizing solutions: a guide for English graduate agency officers. (5) Remark on Proficiency Palette: Appropriate Competencies for an Agency Officer with a Graduate English Degree (6) Remark on Vulnerability Voyage: Admitting Your Weaknesses as an Officer of Agency Essentials

There are **six interview** questions in all. **Ten persons** in all took part in the development of **six themes** based on six questions. Each theme's question was posed to ten participants, and observations were made in light of the data gathered.

Theme 1: on navigating challenges in tourist communication

Interview Question -1: Can you share specific instances where you have encountered difficulties or obstacles while carrying out your duties as an English graduate agency officer in the tourism industry

Below are the answers to interview question 1 of 10 participants-

Participant -1 = First of all I would like to say that it was very nice journey towards with tourism sector. When a person comes to the agency officer to apply for a visa, some documents are required to complete the visa application, such as bank statements, which are required to be prepared by the agency officers. and mainly I faced with problem when I was doing bank related work such as bank statement that time, I faced this kind of problem.

Participant -2= I'd like to express my appreciation for the enriching journey in the tourism sector. When applicants approach agency officers for visa processing, essential documents Accounting for personal property. I encountered challenges, particularly with deed tasks 50

Participant -3 =I want to share my experience in the tourism sector, when visa applicants consult with agency officers, an agency officer need to prepare some document such as crucial documents, including proof of personal property, bank statement. I particularly faced difficulties, especially concerning deed-related tasks.

Participant -4= I would like to recount my involvement in the tourism sector, specifically highlighting the challenges

encountered when visa applicants engage with agency officers. In this process, agency officers are required to compile essential documents, which encompass proof of personal property and bank statements. My personal experience revealed specific difficulties, particularly in tasks related to written documentation work.

Participant -5 =If I share my experience, the first problem I encountered was that the visa page of the passport had an immigration seal, which required me to document a person's travel history. I faced this problem. When a person goes to another country from his command and comes back to his own country from another country.

Participant -6 =When recounting my journey, the initial challenge arose when I observed an immigration seal on the visa page of my passport. This necessitated the documentation of an individual's travel history. I confronted this issue when a person travels from their home country to another and subsequently returns to their own country from a different one.

Participant -7 =The journey within the tourism sector was truly enjoyable. When individuals approach the agency officer for visa applications, certain documents, such as bank statements, need to be furnished, and it is the responsibility of agency officers to prepare these documents. I encountered a notable challenge, particularly when handling bank-related tasks like preparing bank statements during this process. 51

Participant -8 =In my role as an English graduate agency officer in the tourism industry, I encountered challenges when assisting a traveler with visa documentation. The individual's financial statements were incomplete, causing delays. To overcome this obstacle, I communicated extensively with the client, explaining the requirements and guiding them through the process. This experience highlighted the importance of clear communication and adaptability in resolving unforeseen issues and ensuring a smooth workflow in the tourism agency.

Participant -9= As an English graduate agency officer in the tourism industry, I encountered challenges in effectively communicating with diverse clients due to language barriers. Dealing with clients from various linguistic backgrounds posed difficulties in conveying detailed information about travel packages and services. Additionally, adapting promotional materials for international audiences while maintaining cultural sensitivity proved challenging. Balancing the need for clear communication with the nuances of different languages and cultural contexts required continuous effort and creative solutions. Despite these obstacles, I honed my language skills and developed strategies to bridge communication gaps, enhancing the overall customer experience and contributing to the success of the tourism agency.

Participant -10 I encountered a challenge when coordinating a promotional campaign for a cultural tour. The difficulty arose from a miscommunication with the local service providers, resulting in inaccurate information being disseminated to potential customers. This led to confusion and dissatisfaction among clients.

To address the issue, I swiftly organized a meeting with the local partners to clarify details and ensure alignment in messaging. Additionally, I implemented a comprehensive review process for promotional materials to prevent future discrepancies. This experience emphasized the importance of effective communication, attention to detail, and proactive problem-solving

in the tourism sector, skills that are vital for success in the role of an English graduate agency officer.

Observations from the 10 participants. The participants in tourism communication face varied challenges. Participants 1, 2, 3, and 4 highlight difficulties in preparing essential documents like bank statements and proof of personal property for visa applications, showcasing a common challenge in documentation tasks. Participant 5 emphasizes the challenge of dealing with immigration seals and documenting travel history, adding a layer of complexity. Participant 8 mentions challenges with incomplete financial statements, underlining the importance of thorough preparation. Participant 9 sheds light on language barriers in communication, requiring adaptation for diverse clients and international audiences. Finally, Participant 10 shares a miscommunication incident, emphasizing the need for precise communication and proactive problem-solving in promotional campaigns within the tourism sector.

Theme 2 on skills for success in managing tourism agencies

Interview Question -2: As an English graduate agency officer, what kind of skills are essential to work in any tourism sector agency? What do you think?

Participant -1= Strong communication, interpersonal, and written documentation skills are essential for an English graduate agency officer in the tourism sector. Attention to detail, cultural awareness, and the ability to adapt to diverse audiences contribute to effective collaboration and customer engagement. **Participant -2**= Strong communication, interpersonal, and written documentation skills are essential for an English graduate agency officer in the tourism sector. Attention to detail, cultural awareness, and the ability to adapt to diverse audiences contribute to effective collaboration and customer engagement. 53 **Participant -3**= Excellent communication, interpersonal, and ability to work with bank related work as well as deed works are essential for an English graduate agency officer in the tourism sector.

Participant -4= Working as an agency officer usually requires a lot of expertise in documentation work as well as good communication skills and the ability to convince clients.

Participant -5= An English graduate agency officer in the tourism sector must possess excellent communication, interpersonal skills, and the ability to handle bank-related tasks. Furthermore, proficiency in identifying and identify the visa immigration seal date related work is crucial for success in this role.

Participant -6= Effective communication, interpersonal abilities, and proficient written documentation skills are crucial for an English graduate serving as an agency officer in the tourism sector. The combination of attention to detail, cultural awareness, and the capacity to adapt to diverse audiences

Participant -7= For an English graduate agency officer in the tourism sector, essential skills include strong communication, both verbal and written, to effectively interact with diverse clients. Interpersonal skills foster positive customer engagement, while attention to detail ensures accurate documentation, crucial for tasks like visa applications. Cultural awareness aids in

understanding and accommodating various backgrounds. Adaptability is key in handling a range of tasks, from paperwork to addressing customer inquiries. These skills collectively contribute to successful collaboration, customer satisfaction, and efficient agency operations.

Participant -8= Essential skills for an English graduate agency officer in the tourism sector include strong communication, interpersonal finesse, and adept written documentation abilities. Attention to detail, cultural awareness, and the capacity to adapt to diverse audiences are vital for effective collaboration and customer engagement in this dynamic industry.

Participant -9= Essential skills for an English graduate in a tourism agency include excellent communication, writing, and interpersonal skills. Proficiency in English is crucial for crafting engaging content and interacting with diverse clients. Cultural sensitivity, adaptability, and a passion for travel enhance the ability to connect with customers. Digital literacy, marketing knowledge, and the ability to work in a team contribute to success in the dynamic tourism sector.

Participant -10= Essential skills for an English graduate agency officer in the tourism sector include impeccable written and verbal communication for crafting engaging content and interacting with diverse clients. Cultural sensitivity, adaptability, and a passion for travel enhance customer connections. Digital literacy, marketing knowledge, and teamwork contribute to success in the dynamic tourism industry. Strong organizational skills are vital for coordinating events and managing itineraries. Overall, a combination of linguistic proficiency, cultural awareness, and business acumen is crucial for excelling in this role.

Observations from the 10 participants highlight consistent themes for critical skills in tourism agency officers. Strong communication, both verbal and written, is universally emphasized, along with interpersonal finesse. Attention to detail and cultural awareness emerge as essential for accurate documentation and engaging with diverse clients. Adaptability is consistently deemed crucial, allowing officers to handle various tasks, from paperwork to client interactions. Specific mentions of proficiency in English, digital literacy, and marketing knowledge underline the multifaceted nature of the role. Overall, the synthesis of linguistic proficiency, cultural awareness, and business acumen is seen as pivotal for success in the dynamic and diverse field of tourism agency operations.

Theme 3 on problem-solving in agency operations

Interview question -3: When you worked as an agency officer, what problems did you face the most?

Participant-1 =As an English graduate agency officer, one significant challenge I encountered was the mismatch between the skills of graduates and the job market demands. Many graduates lacked the specific skills that employers were seeking, leading to difficulties in finding suitable placements for them.

Participant -2= The frequent challenge I faced in my role as an English graduate agency officer was the limited availability of job opportunities that aligned with the diverse academic backgrounds and interests of English graduates. Matching them with suitable positions proved to be a complex task. **Participant -3 =**A common issue during my tenure as an English graduate agency officer was the difficulty in bridging the communication

gap between employers and graduates. Sometimes, employers had unrealistic expectations, and graduates struggled to articulate their skills effectively.

Participant -4= One of the persistent problems I encountered was the resistance from certain employers to consider English graduates for roles that traditionally didn't have a direct connection to the field. Convincing them of the versatility and transferable skills of English graduates was a recurring challenge.

Participant -5= A significant hurdle was the lack of awareness among employers about the valuable skills that English graduates bring to the workplace. Many employers focused on technical skills, overlooking the critical thinking, communication, and analytical skills that English graduates possess.

Participant -6= Balancing the expectations of both employers and graduates was often challenging. Graduates sometimes had unrealistic expectations about the types of roles they were qualified for, while employers had specific requirements that were hard to meet for some candidates collaborative efforts and fosters meaningful customer engagement.

Participant -7= My challenges were addressing the perception that English graduates had limited career options. Breaking the stereotype and showcasing the diverse career paths available for English majors required constant effort.

Participant -8= Navigating the evolving landscape of job market trends and industry needs was a continuous challenge. Staying updated on the latest requirements and modifying our strategies to align with changing demands was crucial for successful placements.

Participant -9= A common issue was the limited network of opportunities for English graduates, especially in industries that were not traditionally associated with the field. Building and expanding our network to create more diverse placement options was an ongoing effort.

Participant -10= The challenge of promoting continuous learning and professional development among English graduates was significant. Encouraging them to acquire additional skills and certifications to enhance their employability was crucial in a dynamic job market.

Observation on Problem-solving in Agency Operations
Theme 3: Participant-1 highlighted the mismatch between graduates' skills and job market demands. Participant-2 faced challenges aligning job opportunities with diverse academic backgrounds. Participant-3 noted 57 difficulties bridging communication gaps between employers and graduates. Participant-4 tackled resistance from employers to consider English graduates for non-traditional roles. Participant-5 emphasized the lack of employer awareness regarding valuable skills possessed by English graduates. Participant-6 struggled with balancing unrealistic expectations from both graduates and employers. Participant-7 addressed the need to break stereotypes about limited career options for English majors. Participant-8 navigated challenges in adapting to evolving job market trends. Participant-9 focused on expanding placement opportunities by building a diverse network. Participant-10 highlighted the importance of promoting continuous learning among graduates for enhanced employability

Theme 4 on prioritizing solutions: a guide for English graduate agency officers.

Interview Question -4: As an English graduate agency officer, what do you prioritize when faced with a problem?

Participant -1= Essential skills for an English graduate agency officer in the tourism sector include excellent communication, interpersonal abilities, writing proficiency, cultural awareness, adaptability, and a passion for travel.

Participant -2 = As an English graduate agency officer, my primary focus in problem-solving is on leveraging my strong analytical and critical thinking skills. I prioritize dissecting the problem, identifying its core components, and developing strategic solutions.

Participant -3= In my role as an English graduate agency officer, I place a high emphasis on research and information gathering. Thoroughly understanding the problem through extensive research enables me to make informed decisions and implement effective solutions.

Participant -4= One of my key priorities as an English graduate agency officer is maintaining a client-centered approach. I prioritize understanding the needs and concerns of the individuals involved to ensure that any proposed solutions align with their expectations and requirements.

Participant -5 =As a problem-solving approach, I prioritize collaboration and teamwork. Engaging with colleagues and stakeholders allows for a diversity of perspectives, fostering a more comprehensive understanding of the problem and generating innovative solutions.

Participant -6= Time management is crucial in my role as an English graduate agency officer. I prioritize efficiently allocating time to analyze the problem, develop strategies, and implement solutions to ensure a timely resolution.

Participant -7= Flexibility is a top priority for me in problem-solving. As an English graduate agency officer, I recognize that solutions may need to evolve based on new information or changing circumstances, and I prioritize adaptability to address these changes effectively. **Participant -8 -** In addressing problems, I prioritize adherence to ethical standards and guidelines. As an English graduate agency officer, maintaining integrity and ethical conduct is fundamental in all aspects of problem-solving and decision-making.

Participant -9=Continuous learning is a priority for me as an English graduate agency officer. I strive to stay informed about industry trends, best practices, and new developments to enhance my problem-solving capabilities and contribute effectively to the agency.

Participant -10= A customer-centric approach is at the forefront of my problem-solving priorities. As an English graduate agency officer, I prioritize understanding the perspectives and needs of our clients to ensure that the solutions provided align with their expectations and contribute to their satisfaction.

Observation on Prioritizing Solutions: A Guide for English Graduate Agency Officers. Participants 2, 3, 4, 5, 6, and 7 share a proactive problem-solving approach, emphasizing analytical skills, research, client-centeredness, collaboration, time management, and flexibility. However, Participant 8 stands out by prioritizing ethical standards in problemsolving, highlighting the importance of integrity and adherence to guidelines. Participant 9

focuses on continuous learning as a key priority, highlighting a commitment to staying informed about industry trends. Participant 10, similarly to Participant 4, underscores a customer-centric approach, putting the needs and perspectives of clients at the forefront. Overall, while there is a commonality in problem-solving strategies, participants exhibit nuanced priorities reflecting diverse perspectives within the group.

Theme 5 Remark on Proficiency Palette: Appropriate Competencies for an Agency Officer with a Graduate English Degree

Interview question -5 : What skills are required as an English graduate agency officer ?

Participant-1 = As an English graduate agency officer, essential skills include effective communication, attention to detail, and strong analytical abilities to understand and interpret various documents. **Participant -2=** The key skills for an English graduate agency officer encompass excellent written and verbal communication, critical thinking, and the ability to navigate diverse linguistic nuances in a professional setting.

Participant -3= English graduate agency officers should possess skills such as proficient writing, research, and organizational abilities to excel in roles that involve managing and processing a variety of documents.

Participant -4= In the role of an English graduate agency officer, crucial skills involve a keen eye for detail, advanced language proficiency, and the capability to convey complex information in a clear and concise manner.

Participant -5= Effective communication, language proficiency, and the capacity to analyze and synthesize information are fundamental skills for success as an English graduate agency officer.

Participant -6 =An English graduate agency officer must demonstrate exceptional language skills, adaptability, and the capacity to collaborate with diverse teams to handle a wide range of tasks efficiently.

Participant -7 =The skill set for an English graduate agency officer includes strong interpersonal skills, research capabilities, and the ability to convey information accurately and persuasively.

Participant -8= As an English graduate agency officer, critical thinking, problem-solving, and a deep understanding of language and literature are integral skills to navigate the complexities of the role effectively .

Participant -9=The required skills for an English graduate agency officer encompass a high level of proficiency in written and spoken communication, cultural sensitivity, and the ability to work with a diverse range of clients and stakeholders.

Participant -10= English graduate agency officers need to possess excellent time management, organizational skills, and a strong command of the English language, both written and spoken, to succeed in their roles.

In this observation on the Proficiency Palette for an English Graduate Agency Officer, participants collectively emphasize the paramount importance of communication skills. Participants 1, 2, 4, 5, 6, 7, and 9 share a common perspective, underscoring the necessity of effective written and verbal communication, critical thinking, and attention to detail. Conversely, Participant 3 highlights additional skills like research and organization.

Participant 8 delves into critical thinking and a deep understanding of language and literature. Participant 10 adds a practical dimension, emphasizing time management and organizational prowess. The variety of viewpoints converges on a holistic skill set, forming a comprehensive canvas for the multifaceted role of an English graduate agency officer.

Theme 6 Remark on Vulnerability Voyage: Admitting Your Weaknesses as an Officer of Agency Essentials

Interview question -6: As an English Graduate Essentials Officer, what are some things you feel you are weak in?

Participant-1= In my role as an English Graduate Essentials Officer, I acknowledge that one area of weakness is my proficiency in data analysis and statistical interpretation.

Participant -2= Reflecting on my responsibilities as an English Graduate Essentials Officer, I recognize a weakness in my ability to effectively utilize advanced technological tools for streamlined data management and organization.

Participant -3= As an English Graduate Essentials Officer, I am aware that I need to enhance my project management skills to ensure optimal coordination and efficiency in handling various tasks.

Participant -4= A recognized weakness in my capacity as an English Graduate Essentials Officer is my limited experience in conducting comprehensive market research to inform strategic decision-making.

Participant -5= Considering my role as an English Graduate Essentials Officer, I acknowledge the need to strengthen my communication skills, particularly in presenting complex information in a clear and concise manner.

Participant -6= One aspect where I perceive a weakness in my role as an English Graduate Essentials Officer is my proficiency in leveraging social media platforms for outreach and engagement .

Participant -7= In my capacity as an English Graduate Essentials Officer, I am aware of the need to improve my knowledge of relevant industry trends and stay updated on the latest developments. **Participant -8=** Recognizing areas for improvement, I acknowledge a weakness in my ability to effectively collaborate with cross-functional teams and leverage diverse perspectives in decision-making processes.

Participant -9=Reflecting on my responsibilities as an English Graduate Essentials Officer, I am aware of my need to enhance my negotiation skills for more effective partnerships and collaborations.

Participant -10 =As an English Graduate Essentials Officer, I recognize a weakness in my time management skills and am committed to developing strategies to prioritize tasks and meet deadlines more efficiently.

From participant viewpoints, a collective self-awareness evolves in my capacity as an English Graduate Essentials Officer. While Participant 2 points out the underuse of technical instruments, Participant 1 admits vulnerabilities in data analysis. The third participant highlights the need for enhanced project management abilities. Market research has shortcomings, as shown by participant 4. Participant 5 wants to improve the clarity of the data presentation. Participant 6 is able to identify social media opportunities. The purpose of Participant-7 is to raise

industry awareness. Participant 8 emphasizes how crucial it is to incorporate different viewpoints. While Participant-10 wants to improve time management, Participant-9 believes that partnerships may use some more nurturing. These insights point to areas where the English Graduate Essentials Officer job needs to develop, revealing a complex tapestry of weaknesses.

Documentation Challenges: One of the primary challenges encountered by English graduates is the intricate process of visa applications. The study's participants consistently reported difficulties in preparing bank statements, handling deed-related tasks, and managing personal property documentation. These challenges are indicative of the complexities involved in financial documentation during visa application processes. For instance, delays in visa processing due to incomplete financial statements emphasize the significant impact incomplete documentation can have on workflow efficiency

The ability to interpret intricate financial data, including bank statements and property valuations, emerged as a paramount skill required for success in this sector. Participants highlighted the need for expertise in documentation work, underlining the challenges associated with written documentation tasks. **This implies a pressing need for training programs to enhance English graduates' skills in understanding and handling complex financial documents crucial to visa processing.**

Communication and Interpersonal Challenges: In addition to documentation challenges, the study uncovered significant communication and interpersonal hurdles faced by English graduates. Working in multicultural settings within the tourism sector, participants reported challenges in communicating with diverse clients due to language barriers. Miscommunication in coordinating promotional campaigns further emphasized the importance of clear communication to prevent dissatisfaction and ensure the success of collaborative efforts. Effective cross-cultural communication skills were identified as essential for English graduates working in tourism-related positions. This requires an awareness of cultural sensitivities, nonverbal cues, and various communication methods. The findings highlight the need for targeted training programs focusing on enhancing communication skills to address the specific challenges faced by English graduates in the tourism sector.

Skills Required for Success: The thematic analysis of the data revealed a set of essential skills required for success in the tourism industry. Participants unanimously emphasized the importance of strong communication skills, interpersonal finesse, written documentation abilities, attention to detail, cultural awareness, and adaptability. These findings suggest that success in the tourism sector demands a diverse skill set that goes beyond linguistic proficiency.

Literature Review Validation: The challenges identified in this study align with existing literature, validating the difficulties faced by English graduates in the tourism sector. The literature review highlighted the importance of effective cross-cultural communication skills, technical expertise specific to the industry, the need for continuous professional growth, and the challenges associated with networking and involvement in the

business. The findings of this study further emphasize the relevance of these factors in the context of English graduates navigating the tourism industry.

II. IMPLICATIONS AND RECOMMENDATIONS

The findings of this study have several implications for both academia and the industry. English graduates entering the tourism sector need targeted training programs to enhance their skills in financial documentation, cross-cultural communication, and interpersonal interactions. Additionally, industry stakeholders should consider the development of mentorship programs and networking events to bridge the perceived gap between educational backgrounds and corporate expectations. Furthermore, academic institutions should incorporate specialized knowledge and industryspecific training into English curricula to better prepare graduates for the challenges posed by the tourism sector. Continuous professional development should be encouraged to ensure that English graduates stay abreast of industry developments, particularly in the context of technological advancements. In conclusion, English graduates navigating the tourism industry face a unique set of challenges, particularly in the realms of documentation, communication, and interpersonal interactions. The findings underscore the importance of a diverse skill set, including linguistic proficiency, cultural awareness, and technical expertise, for success in the dynamic and demanding field of tourism. Addressing these challenges requires a collaborative effort from academia and industry stakeholders to equip English graduates with the skills necessary to excel in their careers within the tourism sector.

III. CONCLUSION

The study concluded that English graduates who work in travel firms encounter a number of issues. The study also found that the majority of English graduate agency officers struggle with written paperwork. Documentation issues prevent English graduate agency officers from performing their jobs effectively. Every issue, from the travel agency industry in my research paper to the employment opportunities for recent English graduates in agency roles, is resolved via dialogue and problem-solving with other agency officers.

IV. RECOMMENDATIONS

Agency authorities may significantly enhance the quality of work produced by English graduate agency officials by providing them with training in written documentation. Workflow will be facilitated by their knowledge of asset value bank statements, immigration seals, and travel history, all of which they should have before starting work.

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