

## Careers Information

<b>Job title:</b>	<b>Travel Agent /Travel Consultant</b>
<b>Entry requirements</b>	
<p>There are no set entry requirements, but a good general standard of education is expected. Some employers may ask for English and maths GCSEs or equivalent.</p> <p>College courses in Travel and Tourism could help you prepare for this job. Experience in customer service or sales, knowledge of foreign languages, could also be useful.</p> <p>It's common to find work with a travel agency and then train on the job.</p> <p>You may be able to start this job through an Apprenticeship.</p> <p>The Institute of Travel &amp; Tourism (ITT) and Careers that Move have more information about the industry.</p>	
<b>Skills required</b>	
<p>You'll need:</p> <ul style="list-style-type: none"> <li>•Excellent customer service skills and telephone manner</li> <li>•Strong communication and sales skills</li> <li>•The ability to prioritise and cope with pressure at busy times</li> </ul>	
<b>What you'll do</b>	
<p>You may work in a high street travel agents or a call centre, specialising in personal or business travel.</p> <p>Depending on your role, your day-to-day tasks may include:</p> <ul style="list-style-type: none"> <li>•Understanding and meeting customers' needs</li> <li>•Using your geographical knowledge to help customers find a suitable package holiday or plan independent travel</li> <li>•Making bookings and payments using online computer systems</li> <li>•Advising customers about passports, insurance, visas, vaccinations, tours and vehicle hire</li> <li>•Informing customers of changes like cancelled flights</li> <li>•Arranging refunds and handling complaints</li> <li>•Meeting sales targets</li> <li>•keeping up to date with developments in the travel industry</li> </ul>	
<p>Salaries usually include commission based on meeting performance targets. You may also get discounts on holidays.</p>	

### **Working hours/patterns/environment**

You'll usually work 37 to 40 hours a week over 5 days in 7, covering evenings and weekends.

You'll be expected to have a smart appearance, and will usually be provided with a uniform.

You'll work at a desk in a travel shop or contact centre.

Your employer may arrange short visits to resorts to improve your knowledge of the holidays that you're organising and selling.

### **Career path and progression**

With training and experience, there may be opportunities to progress into senior roles like branch or call centre manager, operations director, regional director or managing director.

You could also move into other roles in the travel sector, like tour operating

### **Related Careers:**

You may be interested in:

- Travel agency manager
- Airline customer service agent
- Airport information assistant
- Call centre operator
- Customer service assistant

### **Relevant courses**

GCSE/Functional Skills – Maths and English:  
Southend Adult Community College  
South Essex College  
ACL/Essex County Council  
Thurrock Adult Community college

Travel & Tourism:  
BTEC Level 2 and 3 – SEEVIC  
Travel and Tourism Level1, Level 2 and 3 Extended Diploma – South Essex College  
City and Guilds Level 2 and 3 Diplomas in Travel and Tourism with Cabin Crew – Chelmsford College.