



JOB of the Week



Job name: Travel Agent / Consultant

Job description: Travel agents book business and leisure travel for customers.

Tasks you will undertake in the job: As a Travel agent / consultant you'll:

- talk to customers to understand their needs
- help customers find a suitable package holiday or plan independent travel
- make bookings and payments using online computer systems
- advise customers about passports, insurance, visas, vaccinations, tours and vehicle hire
- inform customers of changes like cancelled flights
- arrange refunds and handle complaints
- meet sales targets
- keep up to date with developments in the travel industry

With training and experience, there may be opportunities to progress into senior roles like:

branch or call centre manager
operations director
regional director

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



Skills required for this job (core competencies):

Communication	Resilience	Organisation	Teamwork
Problem Solving	Initiative	Creativity	Digital literacy

What it is like being a travel agent: It's almost impossible to put a day as a travel agent into words. Every day is different; there's not one day can you put a structured plan on paper and say "This is what I am going to do from 9am to 5.30pm. One day, five people might be standing at the front door waiting for us to open. Others, we might not see a customer the whole morning. One customer wants to go to Hawaii; another to Madagascar; and then the next to some incredible place that we've never heard of! That's the excitement of being a travel agent – you never know what challenges you'll face that day.

Salary: Travel agents / consultants are typically paid a starting wage of £18 000, this increases with experience; experienced Travel agents can expect to earn approximately £27 000 p.a.

Working hours: Working hours are usually around 37-40 hours per week (variable). It is likely that you will work during some evenings, weekends and bank holidays (rota)



Qualifications to become a Travel agent / consultant:

You can get into this job through: a college course / an apprenticeship / working towards this role

College: You could do a Level 3 Diploma in Travel and Tourism. Entry requirements: 4 or 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, for a level 3 course

Apprenticeship: You could do a travel consultant advanced apprenticeship. Entry requirements: 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, including English and maths, for an advanced apprenticeship

Working towards this role: You can start as a trainee travel agent and receive on-the-job training from your employer. 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. Good geographical knowledge will also be helpful.

Career tips: It may help if you have customer service experience and can speak a second language.

Essential skills you need to show: To succeed as a Driving instructor, the following personal skills and attributes would give you an advantage:

- customer service skills / excellent verbal communication skills / active listening skills / persuading skills
- the ability to sell products and services
- to be thorough and pay attention to detail
- administration skills
- a desire to help people
- to be able to use a computer and the main software packages competently

This job in the future: The workforce is projected to decrease by 1% over the period to 2027, losing 400 jobs. In the same period, 68.8% of the workforce is projected to retire, creating 28,900 job openings.

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Helpful sites for careers information
GAT careers links

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