The travel industry is exciting! A travel agent helps customers plan and organise travel requirements to ensure they have the best trip, holiday or visit. They spend most of their time consulting customers, contacting airlines, making reservations at hotels and keeping updated with travel restrictions. They make bookings with travel suppliers including airlines, car hire companies, cruise lines, hotels, railways, travel insurance companies or package holiday operators.

When working in a high street travel agent shop, staff wear company uniforms to show the professionalism of their service. In a travel call centre dress is often more informal.

Travel agents can be offered discounts on travel. Some employers also allow staff to go on training educational visits so they can experience products firsthand to improve personal knowledge of the holidays they are organising and selling.

Travel and tourism is one of the UK economy’s most vibrant, diverse and valuable industries, contributing a staggering £127 billion to GDP annually and sustaining over 3 million UK jobs.

*Source: Association of British Travel Agents*
Job Roles & Progression

**Travel Clerk in Travel Agency**
- Call handler in a call centre

**Study Programme**
- Level 2 and 3
- Travel & Tourism

**Further study**
- **BA (Hons) Tourism Management**
- **Travel & Tourism**
- **Tourism with Business**
- **FdA Tourism Management**
- **HND Travel & Tourism**

**Apprenticeships**
- Intermediate and Advanced Travel Services Retail (Travel shops)

**Tasks**
1. Use a travel guide to estimate and calculate the elapsed flying time of a long haul flight.
2. Calculate the speed an aircraft will need to travel at to ensure landing on time.
3. Calculate detailed costings for a customer’s holiday using at least 2 different travel brochures.

**Career roles**
- Travel Agency Manager
- Area manager for a holiday company
- Diversify to another sub sector e.g. Tour Manager or Cruise Director

**Links to GCSE Maths**

1. **Number** (whole numbers – addition, subtraction; approximation - estimating)
2. **Geometry and measure** (units of measure – speed)
3. **Number** (whole numbers – addition, subtraction) **Geometry and measure** (units of measure - unit pricing)
4. **Number** (whole numbers – multiplication; decimals - converting)
5. **Algebra** (graphs)
**Statistics** (collecting data - types of data)

**Communication, all forms**

**Tasks**
1. Give well informed and appropriate travel advice to a range of different customers.
2. Find out the relevant documents required for a customer’s trip e.g. passports and visas.
3. Call a hotel to discuss a customer’s booking.
4. Read a travel book on a tourist region to give more detailed and accurate advice to customers
5. Read holiday review sites to see customer feedback and update your knowledge.

Links to GCSE English Language

1. Spoken language (speaking and listening
   - audience, context,
   discussion skills; personal presence - body language;
   voice)

2. Analysing non-fiction
   (responding to a non-fiction text - understand the questions)

3. Spoken language (speaking and listening
   - discussion skills; voice - pitch and volume,
   enunciation)

4. Analysing non-fiction (non-fiction text type
   - travel writing; context, - where, when, time;
   purpose and audience - purpose)

5. Analysing non-fiction
   (non-fiction text type - information)
   Comparing texts (comparing by purpose)

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