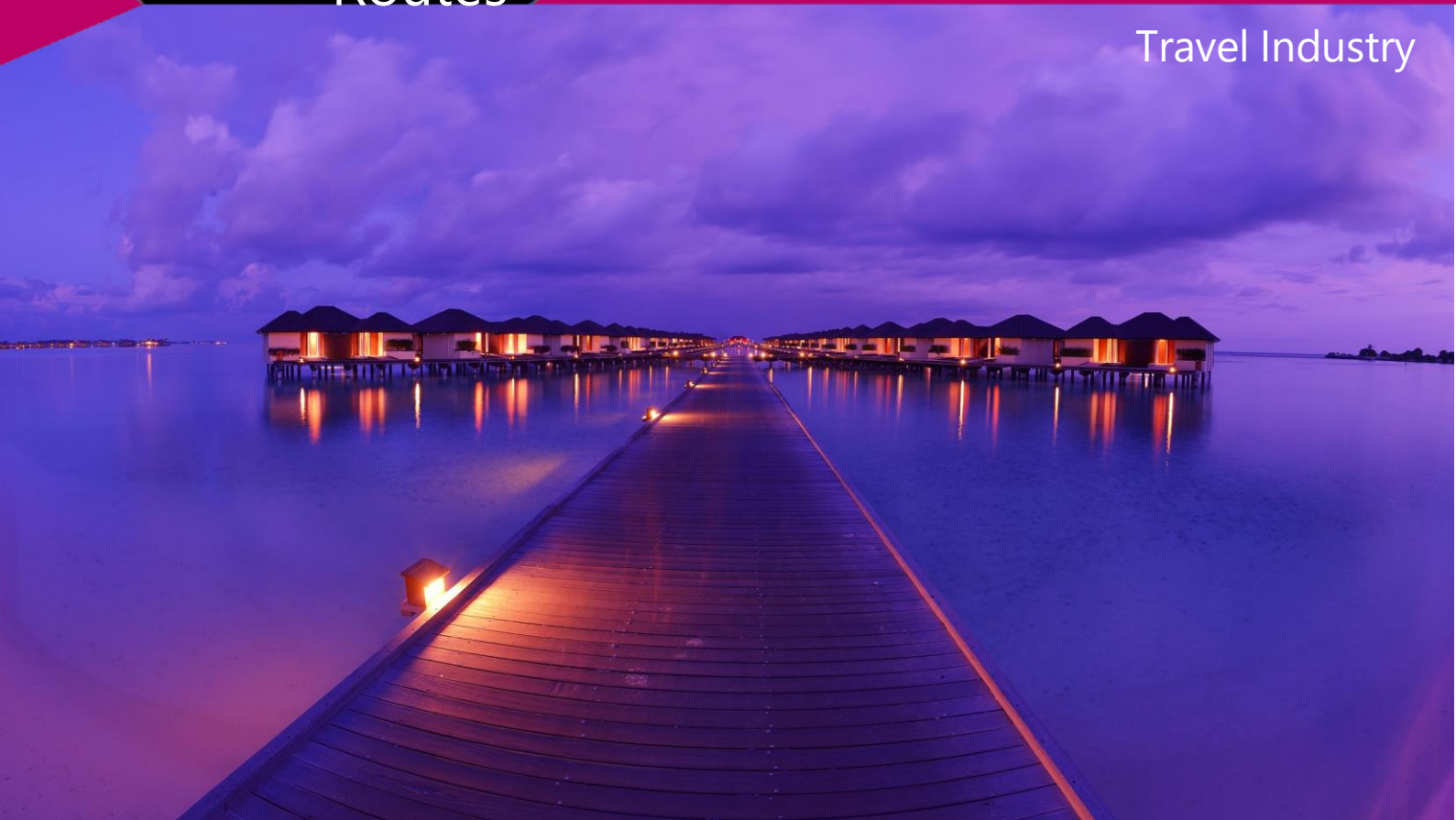# Exploring Careers Through **Technical** Routes

Travel Industry

The

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.

Skills and Requirements

Travel agents spend a lot of time communicating with customers and suppliers and therefore need:

- Active listening skills, taking time to fully understand customer requirements or information that suppliers give them
- Excellent customer service skills with all types of individual customers and groups
- Strong verbal communication skills with a good telephone manner
- The ability to cope with pressure at busy times
- Commercial awareness with effective sales skills to persuade customers to make bookings
- Confident in the use of technology e.g. booking reservation systems, IT for for producing itineraries
- Attention to detail e.g. when checking customer bookings for accuracy of flight times and hotel requirements etc
- Good time management

Travel knowledge is an important aspect of the job so it

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
Levels 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)

Calculation including problem solving

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 Criuse 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

customer the best month to travel.

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)