

## Travel Advisor/Consultant – Travel



**Can also be called:** Leisure Travel Agent, Travel Consultant, Leisure Travel Operator, Travel Counsellor

**Salary:** From £11-18k per year

### **Duties you may be required to do:**

- Sell travel-related products and services
- Process travel services bookings
- Process travel and tourism services payments
- Assist customers prior to and after travelling
- Set up and maintain promotional displays
- Give customers a positive impression of yourself and your organisation
- Make sure your own actions reduce risks to health and safety
- Research travel and destination information
- Arrange non-multi sector air travel
- Help customers to choose and book travel services
- Arrange travel itineraries
- Monitor and Solve Customer Service Problems
- Build and maintain customers' profiles
- Generate increased travel and tourism sales
- Resolve customer service problems
- Build and maintain face-to-face relationships with customers
- Build and maintain relationships with customers not present

### **Skills you need for the job:**

- Literacy
- Numeracy
- Communication (informing others, listening to instructions, passing on messages)
- Customer service skills
- Works effectively under pressure
- Handling financial transactions
- Effective team member (keeps others informed, reports issues)

### **Expected behaviours:**

- Good eye for detail
- Good with people

- High standard of personal presentation, punctuality and initiative.
- Polite and helpful
- Responsive and enthusiastic
- Positive approach to dealing with people

**There are lots of opportunities to progress in your career by working towards recognised qualifications whilst at work. More information on job roles and training courses can be found on the People 1<sup>st</sup> careers site “UKSP” ([www.uksp.co.uk](http://www.uksp.co.uk)).**

## **UKSP**

UKSP is a unique website providing information, advice and guidance for a career in hospitality, leisure, travel and tourism. At the heart of this is an interactive career map giving access to information on job profiles, qualifications and courses

[www.uksp.co.uk](http://www.uksp.co.uk)