**Travel Agent Job description**

**Job brief**

Travel agents help their clients make travel plans. In addition to booking reservations, they assist customers in choosing their destination, transportation, and lodging and inform travellers of passport and visa requirements, rates of currency exchange, and import duties.

**Responsibilities**

* Arranging flights, insurance and accommodation
* Using a booking system to secure holidays
* Collecting and processing payments
* Advising clients on travel arrangements, e.g. visas and passports
* Sending out tickets to clients
* Keeping clients up to date with any changes
* Dealing with complaints or refunds (not one of the perks, but someone’s got to do it) records
* Meet profit and sales targets

**Requirements**

* Excellent communication skills - both written and verbal
* Sales experience in travel and tourism industry will be beneficial
* Operation experience in outbound travel
* Experience in working with Disabled will be preferable
* Supervising or managing experience
* Good time management and decision-making skills
* Presentation Skills