

## Travel Agency Manager

A travel agency manager is responsible for the smooth running of a travel company, which may be in a shop open to the public or based in a call centre. You may specialise in leisure or business travel.

### The Work

You could be:

- organising staff recruitment, training and administration
- arranging work rotas for staff and allocating tasks
- managing budgets, meeting sales targets and maximising profits
- liaising with head office and tour operators for marketing purposes
- handling mail, email, phone enquiries and any customers' complaints
- updating holiday information and drawing any important new information to the attention of the staff
- selling package holidays and individual travel elements, including flights, hotels and car hire
- writing reports for head office
- holding meetings to motivate the team to meet their sales targets.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of the company or organisation you work for
- the demand for the job.

Starting pay before commission can be from £22,000 to £28,000 a year. With experience this can rise to around £38,000 a year or more. You may also earn target related bonuses and get perks such as discounts on holidays.

### Conditions

- You will work in a shop or a call centre.
- You would work around 35 hours a week, including some evenings and weekends.
- You may travel to conferences throughout the UK and abroad.
- You will usually wear a uniform, which is provided.

### Getting In

- There is no one single way into this career.
- You could come into management after doing a degree (SCQF Level 9-10), HND (SCQF Level 8) or an HNC (SCQF Level 7) in travel and tourism.
- For entry to a degree you usually need 4-5 Highers; for entry to an HNC or HND you usually need 1-2 Highers.
- You might get promotion after experience as a travel consultant.

- You might get into travel agency work through a Modern Apprenticeship. See [Travel Consultant](#) job profile.
- IT skills are important. You usually need a good knowledge of web-based systems and specialist booking software.
- Ability in foreign languages is useful.

Vacancies appear in trade journals such as Travel Weekly, Travel Trade Gazette and on websites which advertise travel jobs such as [traveljobsearch.com](#).

## What Does It Take

You need:

- a real passion for travel
- good business and finance sense
- leadership skills to inspire, motivate, train and develop staff
- excellent communication skills
- confidence and the ability to make decisions
- good sales skills
- the ability to organise and co-ordinate the work of the office
- excellent customer service skills
- the ability to work under pressure to meet sales targets.

## Training

The [Institute of Travel and Tourism \(ITT\)](#) runs an accreditation programme to recognise companies which offer excellent training and development for their staff. Details are on the ITT website.

## Getting On

- If you work for a large chain, you may gain promotion to a bigger branch, or area or regional posts.
- You may also be able to move into a specific area of the business such as human resources, marketing or public relations.

## Contacts

### Springboard

Email: [info@springboarduk.org.uk](mailto:info@springboarduk.org.uk)

Website: [careerscope.uk.net](http://careerscope.uk.net)

Website (2): [springboard.uk.net](http://springboard.uk.net)

X: [@CareerScope\\_](#)

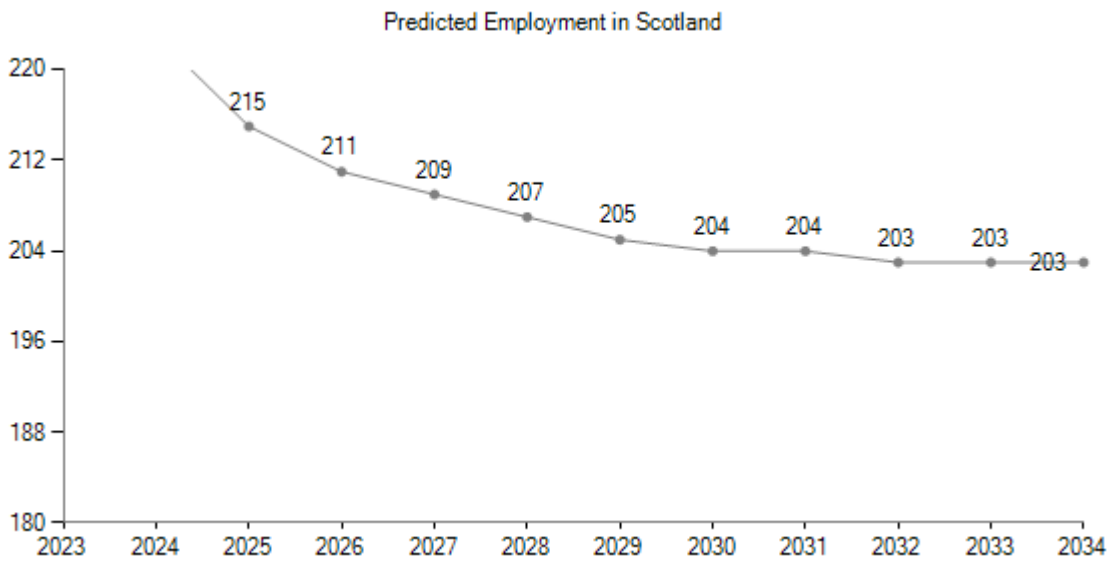
Facebook: [www.facebook.com/SpringboardUKCharity](http://www.facebook.com/SpringboardUKCharity)

**Statistics**

Employment Status : Not available this career.

**Past Unemployment - Scotland**

No Claimant statistics available for Scotland.



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