

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 £18,000 to £23,000 a year. With experience this can rise to around £35,000 a year. 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 or a Higher National Certificate or Diploma (HNC or HND) 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. Once you have relevant experience you can register with a travel related employment agency such as New Frontiers.

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

Association of British Travel Agents (ABTA) Ltd

Tel: 020 3117 0599

Website: abta.com

Twitter: @ABTAtravel

Facebook: www.facebook.com/ABTAlovetravel

Confederation of Tourism and Hospitality (CTH)

Tel: 020 7258 9850

Website: www.cthwards.com

Twitter: @cthwards1

Facebook: www.facebook.com/ConfederationOfTourismAndHospitalityCth

Institute of Travel and Tourism (ITT)

Tel: 0844 4995 653
Email: admin@itt.co.uk
Website: www.itt.co.uk
Twitter: @ittnews

People 1st - Careers That Move

Website: www.careerthatmove.co.uk
Website (2): www.people1st.co.uk
Twitter: @p1stgroup

Springboard

Tel: 020 7921 0420
Email: info@springboarduk.org.uk
Website: www.careerscope.uk.net
Website (2): springboard.uk.net
Twitter: @Springboard_UK
Facebook: www.facebook.com/SpringboardUKCharity

Thomas Cook Careers

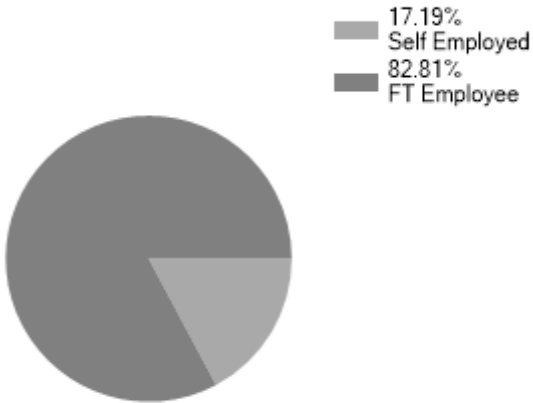
Website: careers.thomascook.com
Twitter: @ThomasCookUK
Facebook: www.facebook.com/CareersAtTC

TUI Travel PLC

Tel: 0800 169 5692
Email: recruitment@tui.co.uk
Website: tuijobsuk.co.uk/work-at-tui-travel
Twitter: @TUIUKJobs
Facebook: www.facebook.com/tuijobsuk

Statistics

Employment Status UK %

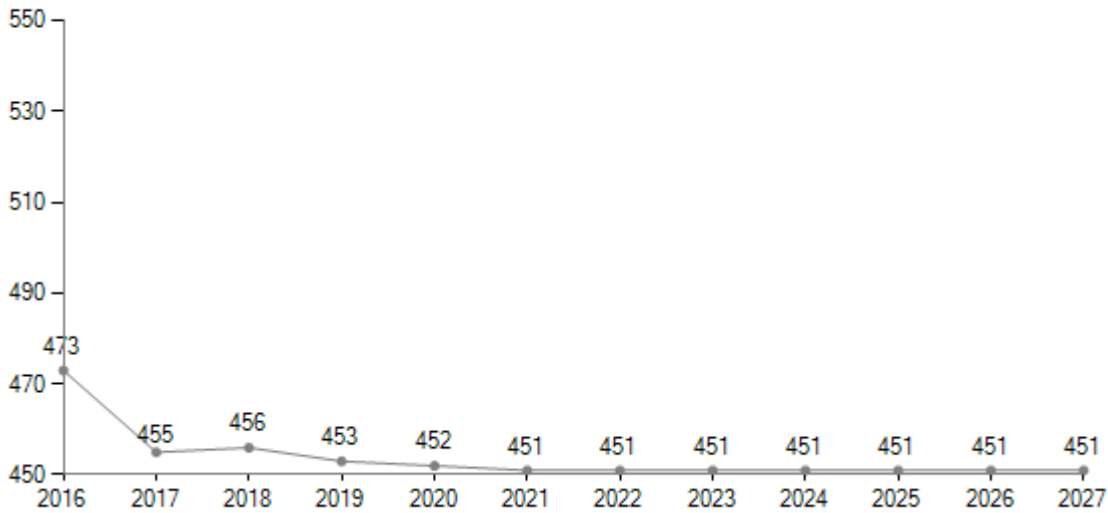


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)