

Career Exploration Centre

Online



 **SAIT**
**YOUNG
ORIGINALS**

Travel Agent

Career Description

Travel agents advise clients on travel options and tour packages, make bookings and reservations, prepare tickets, and handle payments.

They are employed by:

- Travel agencies
- Transportation and tourism companies
- Hotel chains

Working conditions:

Most travel agents work in businesses located in cities or towns, although a growing number work from their homes. The majority of a travel agent's workday is spent consulting with clients and completing paperwork. They are often subject to time-related pressures and must work overtime during peak travel periods, when travel plans change, or when world events or natural disasters occur.

Skills and abilities:

Travel agents must be able to:

- deal with all types of people while remaining patient and pleasant
- serve customers quickly and efficiently
- handle stressful situations calmly and effectively
- perform detailed work and operate computerized systems
- have a methodical approach to compiling information

Stats:

Average salary in Alberta: \$32,786.00 Annually*

Average wage: \$20.03 Hourly*

Minimum education: Varies

*Statistics from 2018, alis.alberta.ca

For more Alberta career information and stats:

<https://alis.alberta.ca/occinfo/occupations-in-alberta/occupation-profiles/travel-counsellor/>

Activity Mission

A new client is looking for a vacation package deal. In this activity, you will complete two typical duties of a travel agent:

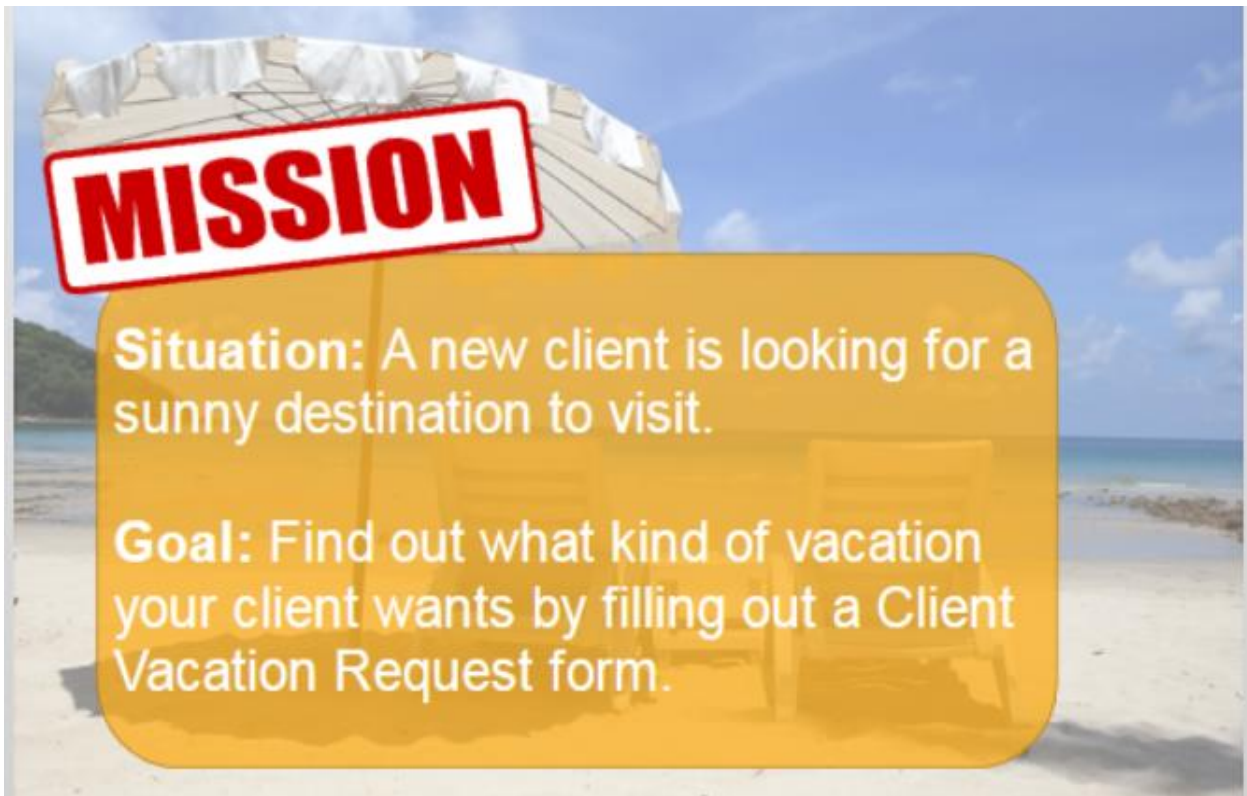
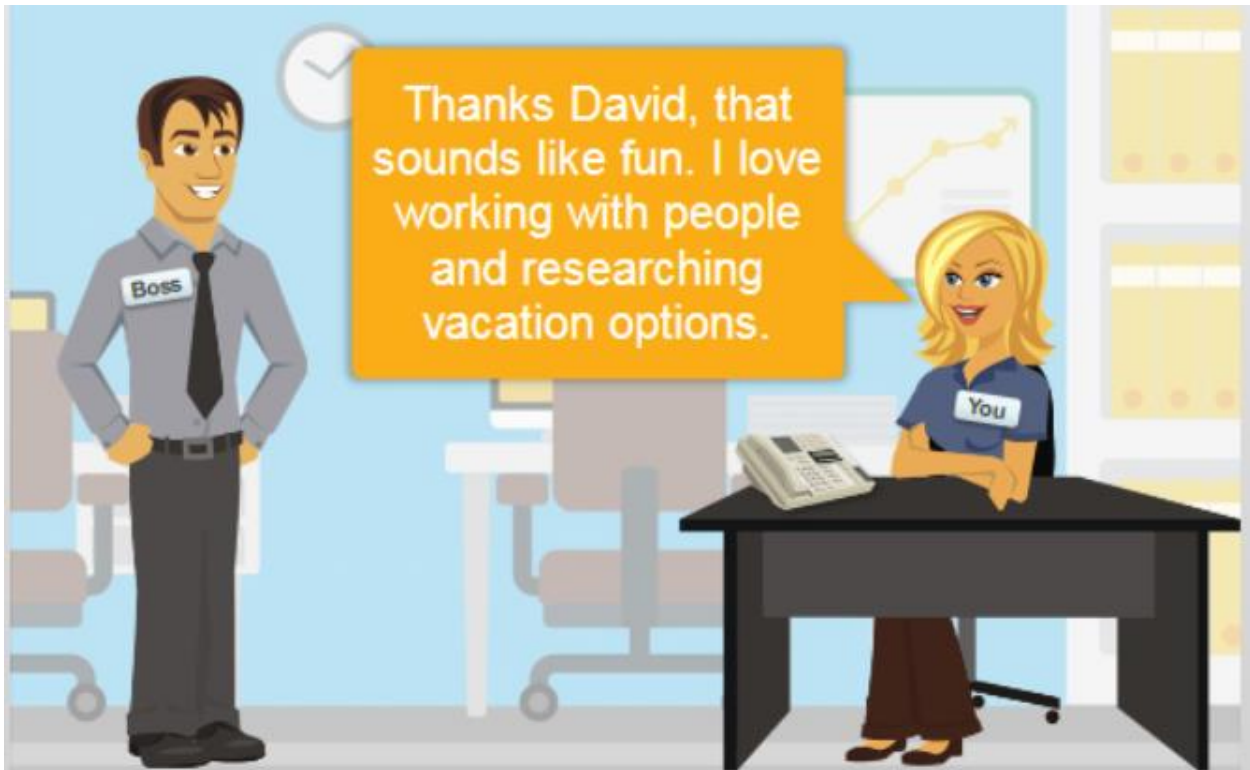
1. Determine your client's needs
2. Choose the best vacation package

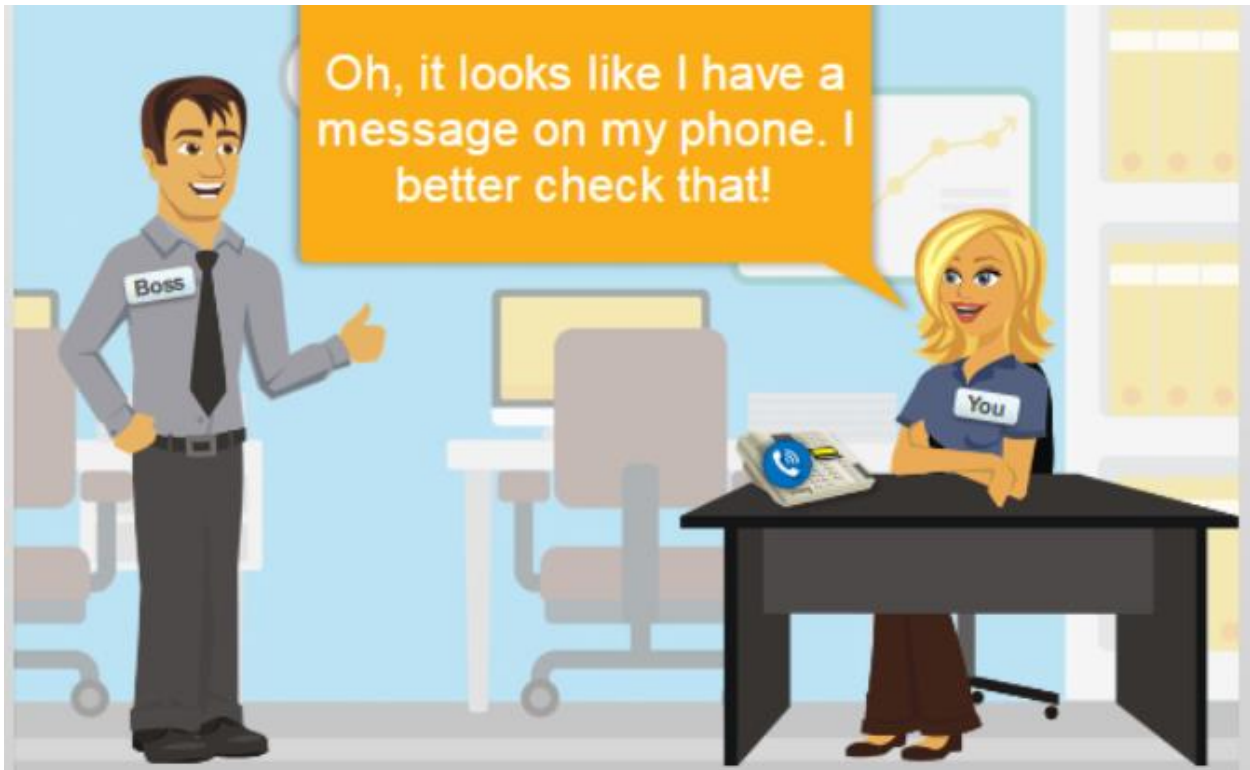
Tools:

Pencil or pen and paper

Task 1: Determine Your Client's Needs







STEP 1:

- a) Locate the Client Vacation Request (CVR) form on the next page.

(If you are able to print off the CVR, fill it in as you read the client's email.) Otherwise, keep notes on a piece of paper.

STEP 2: Fill in CVR while you Listen

- a) On the page after the CVR, find the message from your client.
- b) Fill in the CVR as you read the email.



Client Vacation Request

Today's Date: _____		
CLIENT INFORMATION		
Client's last name: _____ First name: _____		
Name of other traveler(s): _____		
Home phone no.: _____ Cell phone no.: _____		
TRAVEL INFORMATION		
Type of travelers <input type="checkbox"/> Family with kids <input type="checkbox"/> Business <input type="checkbox"/> Adult only friends or couple <input type="checkbox"/> Large group for event	Traveler #1 Interests <div style="background-color: yellow; padding: 2px;">[Check all items that apply to the client's interests]</div> Name: _____ <input type="checkbox"/> All-inclusive package [Notes:] <input type="checkbox"/> Sport & water activities [Notes:] <input type="checkbox"/> Culinary (food) [Notes:] <input type="checkbox"/> Beach [Notes:] <input type="checkbox"/> Adventure [Notes:] <input type="checkbox"/> Cruise [Notes:]	Traveler #2 Interests <div style="background-color: yellow; padding: 2px;">[Check all items that apply to the client's interests]</div> Name: _____ <input type="checkbox"/> All-inclusive package [Notes:] <input type="checkbox"/> Sport & water activities [Notes:] <input type="checkbox"/> Culinary (food) [Notes:] <input type="checkbox"/> Beach [Notes:] <input type="checkbox"/> Adventure [Notes:] <input type="checkbox"/> Cruise [Notes:]

	<input type="checkbox"/> Volunteer [Notes:]	<input type="checkbox"/> Volunteer [Notes:]
	<input type="checkbox"/> Wedding [Notes:]	<input type="checkbox"/> Wedding [Notes:]
	<input type="checkbox"/> Theatre [Notes:]	<input type="checkbox"/> Theatre [Notes:]

Locations clients are interested in travelling to:

Budget:

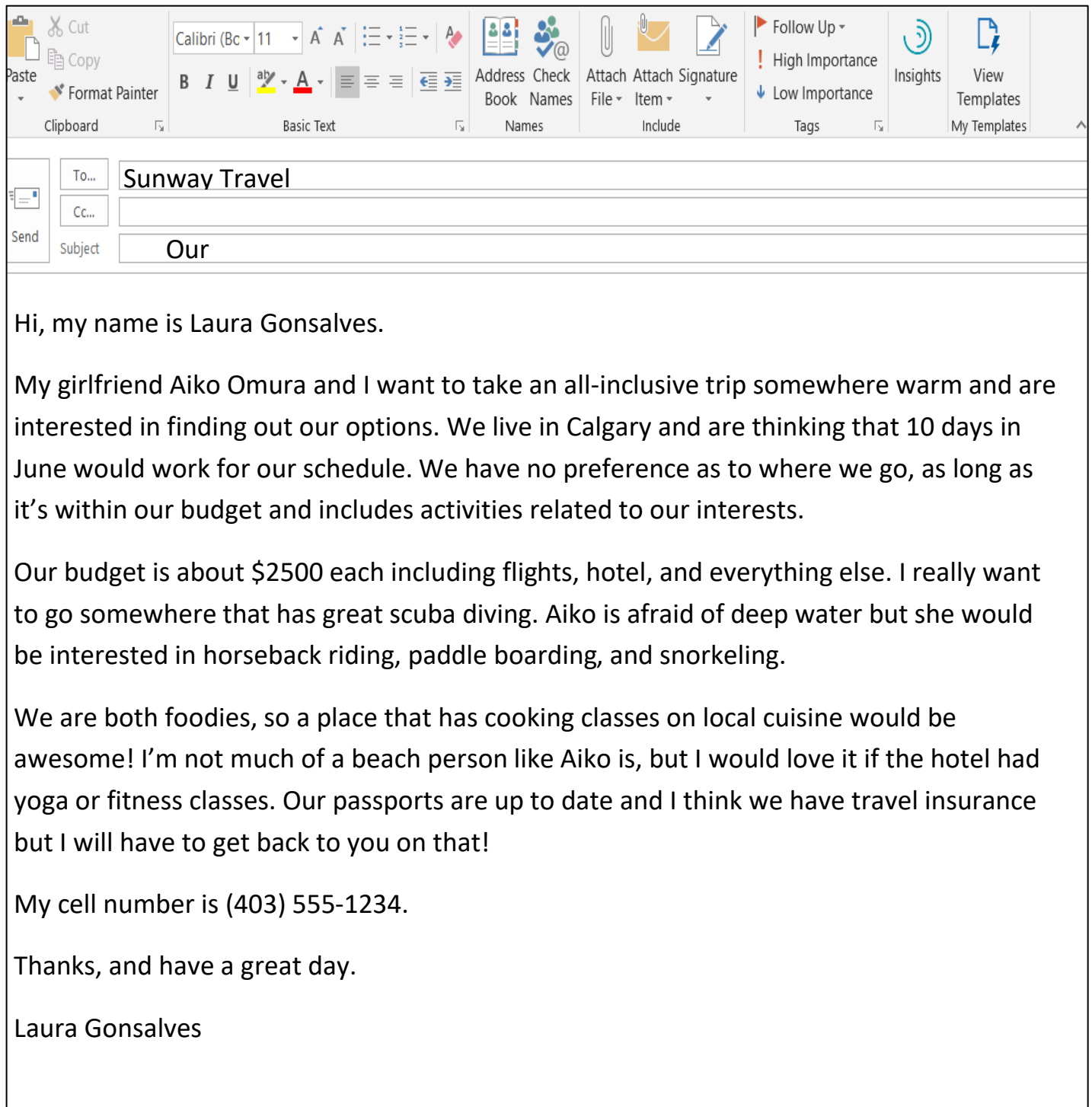
Special concerns (safety, fears, mobility, health, etc.)?	Preferred start date for travel:
	Number of travel days:

Name of travel insurance (if applicable):	Passport is up-to-date for preferred travel dates? [Yes/No]
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Name of travel reward credit card (if applicable):	
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Other:

Email Message from Client



The screenshot shows an email client interface. The top ribbon includes tabs for Clipboard, Basic Text, Names, Include, Tags, Insights, and My Templates. The email header shows the recipient as Sunway Travel, the subject as "Our", and a "Send" button. The body of the email contains the following text:

Hi, my name is Laura Gonsalves.

My girlfriend Aiko Omura and I want to take an all-inclusive trip somewhere warm and are interested in finding out our options. We live in Calgary and are thinking that 10 days in June would work for our schedule. We have no preference as to where we go, as long as it's within our budget and includes activities related to our interests.

Our budget is about \$2500 each including flights, hotel, and everything else. I really want to go somewhere that has great scuba diving. Aiko is afraid of deep water but she would be interested in horseback riding, paddle boarding, and snorkeling.

We are both foodies, so a place that has cooking classes on local cuisine would be awesome! I'm not much of a beach person like Aiko is, but I would love it if the hotel had yoga or fitness classes. Our passports are up to date and I think we have travel insurance but I will have to get back to you on that!

My cell number is (403) 555-1234.

Thanks, and have a great day.

Laura Gonsalves

Task 2: Choose the Best Vacation Package

Background

Your agency's database provided 4 vacation options based on the clients' CVR. However, two of those options are in danger zones during hurricane season, which is when your clients want to travel. You have two other package options to review.

Instructions

1. On the following two pages, you will find information from the two resort packages that are best suited to your clients' needs.
2. Carefully go through all of the information from for both resorts and, using the CVR, determine the best choice for your clients.
3. Once you have made your choice, you must try to find a flight that fits into their budget, as neither resort price includes the flight.
4. Search Google Flights to find flight prices for each destination.
5. Remember that their total budget is \$2500 per person.

	Puerto Vallarta	Maui
Package	\$1,200	\$2,000
Flights		
Total Cost	\$2,500	\$2,500

For information on the SAIT program connected with this activity, please visit: <https://www.sait.ca/programs-and-courses/full-time-studies/diplomas/travel-and-tourism>

Package Price:



\$2,000 each (flights not included), 7 days.

Hotel:



This 4 star destination combines luxury and relaxation with the spirit of Hawaii embedded in the design of your experience. The ocean is steps from your rooms, where you can view humpback whales or swim with the sea turtles.

Activities for Aiko:

- ✓ Snorkeling off the beach
- ✓ Horseback riding
- ✓ Paddle boarding
- ✓ Hawaiian cooking classes

Other activities based on interests:

- Swim with sea turtles
- Hike volcano



Activities for Laura:

- ✓ Yoga on the beach
- ✓ Scuba diving
- ✓ Fitness classes
- ✓ Hawaiian cooking classes

Other activities based on interests:

- Swim with sea turtles
- Hike volcano
- Surfing



Package Price:



\$1,200 each (flights not included), 7 days.

Hotel:



With ocean views and one of Mexico's largest pools, you won't want to leave this hotel. The town of Puerto Vallarta is close by where you can enjoy a lively nightlife and variety of restaurants.

Activities for Aiko:

- ✓ Snorkeling off the beach
- ✓ Horseback riding
- ✓ Paddle boarding
- ✓ Mexican cooking classes

Other activities based on interests:

- Snorkel cruise
- Zipline adventure
- Bike tour



Activities for Laura:

- ✓ Yoga on the beach
- ✓ Scuba diving
- ✓ Fitness classes
- ✓ Mexican cooking classes

Other activities based on interests:

- Flyboard
- Parasailing
- Windsurfing
- Bike tour



Task 1 Answer Key

CLIENT VACATION REQUEST FORM

Today's Date: [Date]		
CLIENT INFORMATION		
Client's last name: Gonsalves		First name: Laura
Name of other traveler(s): Aiko Omura		
Home phone no.: N/A (not applicable)		Cell phone no.: (403) 555-1234
TRAVEL INFORMATION		
Type of travelers <input type="checkbox"/> Family with kids <input type="checkbox"/> Business <input checked="" type="checkbox"/> Adult only friends or couple <input type="checkbox"/> Large group for event	Traveler #1 Interests Name: Laura Gonsalves [Take notes on areas the clients are interested in] <input checked="" type="checkbox"/> All-inclusive package [Notes: Somewhere sunny.] <input checked="" type="checkbox"/> Sport & water activities [Notes: Scuba diving. Yoga or fitness classes at the hotel.] <input checked="" type="checkbox"/> Culinary (food) [Notes: Cooking classes related to local cuisine.] <input type="checkbox"/> Beach [Notes:] <input type="checkbox"/> Adventure [Notes:] <input type="checkbox"/> Cruise [Notes:] <input type="checkbox"/> Volunteer [Notes:] <input type="checkbox"/> Wedding [Notes:] <input type="checkbox"/> Theatre [Notes:]	Traveler #2 Interests Name: Aiko Omura [Take notes on areas the clients are interested in] <input checked="" type="checkbox"/> All-inclusive package [Notes: Somewhere sunny.] <input checked="" type="checkbox"/> Sport & water activities [Notes: Paddle boarding, Snorkeling if close to land.] <input checked="" type="checkbox"/> Culinary (food) [Notes: Cooking classes related to local cuisine.] <input checked="" type="checkbox"/> Beach [Notes:] <input checked="" type="checkbox"/> Adventure [Notes: Horseback riding.] <input type="checkbox"/> Cruise [Notes:] <input type="checkbox"/> Volunteer [Notes:] <input type="checkbox"/> Wedding [Notes:] <input type="checkbox"/> Theatre [Notes:]
Locations clients are interested in traveling to: Somewhere warm. No countries listed. Need more information.		
Budget: \$2,500 per traveler including hotel, flights, taxes.		
Special concerns (safety, fears, mobility, health, etc.)? Aiko is afraid of deep water.	Preferred start date for travel: Sometime in June.	
	Number of travel days: 7-10 days.	
Name of travel insurance (if applicable):	Passport is up-to-date for preferred travel dates? (Yes/No)	
Name of travel reward credit card (if applicable)		
Other: They have no preference where they go as long as it is within their budget and related to their interests.		