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[COMPANY NAME] JOB DESCRIPTION

Position: Travel Agents

Job Description:

Plan and sell transportation and accommodations for travel agency customers. Determine destination, modes of transportation, travel dates, costs, and accommodations required.

Job Tasks:

- Collect payment for transportation and accommodations from customer.
- Converse with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.
- Compute cost of travel and accommodations, using calculator, computer, carrier tariff books, and hotel rate books, or quote package tour's costs.
- Book transportation and hotel reservations, using computer terminal or telephone.
- Plan, describe, arrange, and sell itinerary tour packages and promotional travel incentives offered by various travel carriers.
- Provide customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations.
- Print or request transportation carrier tickets, using computer printer system or system link to travel carrier.

Required Knowledge:

- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Geography** -- Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- **Sales and Marketing** -- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Transportation** -- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

- **English Language** -- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Clerical** -- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Required Skills:

- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Service Orientation** -- Actively looking for ways to help people.
- **Reading Comprehension** -- Understanding written sentences and paragraphs in work related documents.
- **Speaking** -- Talking to others to convey information effectively.
- **Time Management** -- Managing one's own time and the time of others.
- **Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.
- **Coordination** -- Adjusting actions in relation to others' actions.
- **Active Learning** -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Mathematics** -- Using mathematics to solve problems.
- **Writing** -- Communicating effectively in writing as appropriate for the needs of the audience.

Abilities Required:

- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Clarity** -- The ability to speak clearly so others can understand you.
- **Speech Recognition** -- The ability to identify and understand the speech of another person.
- **Written Comprehension** -- The ability to read and understand information and ideas presented in writing.
- **Near Vision** -- The ability to see details at close range (within a few feet of the observer).

- **Problem Sensitivity** -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Selective Attention** -- The ability to concentrate on a task over a period of time without being distracted.
- **Information Ordering** -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Number Facility** -- The ability to add, subtract, multiply, or divide quickly and correctly.

Job Activities:

- **Performing for or Working Directly with the Public** -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Interacting With Computers** -- Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Getting Information** -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Selling or Influencing Others** -- Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
- **Updating and Using Relevant Knowledge** -- Keeping up-to-date technically and applying new knowledge to your job.
- **Establishing and Maintaining Interpersonal Relationships** -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Organizing, Planning, and Prioritizing Work** -- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Making Decisions and Solving Problems** -- Analyzing information and evaluating results to choose the best solution and solve problems.

I _____ acknowledge that I have read and understood this job description for the position of Travel Agent.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____