

Travel Apprenticeship

The Apprenticeship Programme is an exciting opportunity. This position will allow the candidate to gain full experience of the role whilst gaining knowledge through training days.

As part of the apprenticeship you will complete an NVQ in Business Administration at level 2 & level 3, a Technical Certificate in UK & Worldwide destinations and Essential Skills in Communication & Application of Number.

Upon completion of the programme you will advance to become a fully qualified travel agent. The role has responsibilities in the following areas; greeting clients, taking holiday enquiries and making holiday bookings, collecting and processing payments, maintaining standards within the retail branch and completing training provided by mentors.

Key areas

- To work within a retail travel agency
- To attend travel training days, workshops and tour operator events
- To complete all work set both within training sessions and the branch
- To cover alternative branches when requested
- To work as part of a team as well as on your own initiative

Responsibilities

- To meet and greet clients entering the branch
- Answering incoming and making outgoing client calls in a polite manner
- Assist clients and colleagues in holiday searches and bookings
- Administration to include filing and maintaining client records, checking of confirmation invoices and tickets
- Maintain brochure supplies and keep well stocked and stickered within the branch
- Maintain cleanliness and standards within the branch
- Attend all training sessions
- Complete window cards and posters following company procedures

Primary Objectives

- Personal development
- Safety in the work place
- Maintain standards
- Achieve qualification

If you feel that you have the essential skills and experience to match this role please submit your CV to jan@swansea.com, please remember to include your contact details.