

Retail Travel Agent

The work

Retail travel agents make travel arrangements for individuals and corporates. They develop a relationship of trust with a client and advise him or her of all aspects of the intended journey, helping them to plan an itinerary and making all the necessary reservations, including air, rail, hotel, game park, car hire, cruise, coach and sea travel. The travel agent also advises clients on passports, visas and health considerations.

The person

You need Grade 12, preferably with geography and maths or accountancy. Excellent English communication skills are essential and computer competence is an advantage.

Appropriate national qualifications and learnerships

These qualifications are offered in industry, by some Technical Colleges, and by private training institutions:

Qualification	Learnership	NQF level
National Diploma in General Travel	National Certificate in General Travel	5
National Diploma in Retail Travel	National Certificate in Retail Travel	5

