

Gary White

Travel agent

AREAS OF EXPERTISE

Travel industry knowledge

Luxury Long haul Specialist

Selling techniques

Product knowledge

Online reservations

Marketing

Customer service

PROFESSIONAL

French speaker

Spanish speaker

PERSONAL SKILLS

Well travelled

Excellent telephone manner

Self assured

PERSONAL DETAILS

Gary White
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Coventry
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DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Courteous, excellent organisational skills and highly efficient with a unique understanding of the travel industry and the people who work in it. An experienced travel agent who is able to make the best possible travel arrangements for a clients destination, mode of transport and travel dates. Highly motivated, target driven and with exceptional multi tasking skills along with an ability to produce tailor-make itineraries for travel to short or long haul destinations.

Now looking forward to a making a significant contribution with an ambitious travel agency that offers a genuine opportunity for progression.

WORK EXPERIENCE

Travel Agency – Coventry

TRAVEL AGENT June 2008 - Present

Providing an efficient, courteous, and responsive travel booking service to holidaymakers. Creating tailor-made luxury holidays to suit clients and ensuring that all administrative terms and conditions of contracts are adhered.

Duties:

- Researching travel options & presenting the best deals in terms of requirements.
- Ensure all bookings & reservations are processed accurately.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Filing, photocopying and general administrative duties.
- Building strong relationships with clients.
- Ability to achieve branch, team sales and profitability objectives.
- Up selling relevant add-ons, like, insurance, excursions, currency etc.
- Monitoring bookings throughout the working day.
- Negotiating corporate and best rates with hotels.
- Advising on and organising visas & passports.
- Booking rail, hotel, domestic and international air travel.
- Monitoring competitor activity in order to maintain the most competitive rates.
- Ensuring travel brochures & promotional literature are displayed prominently.
- Complying with all relevant laws and travel business legislation.
- Handling high numbers of incoming calls from direct customers and travel trade.
- Offering holidays to a wide variety of long haul luxury destinations, including the Indian Ocean, Arabian Gulf, Egypt & Africa and Far East.

KEY SKILLS AND COMPETENCIES

- Strong travel coordination skills.
- Experience of marketing local and worldwide travel destinations.
- Able to develop relationships with suppliers to obtain cost effective prices.

ACADEMIC QUALIFICATIONS

HND in Travel & Tourism Management
Nuneaton University 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

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