

SURVIVAL SKILLS in the Workplace

TRAVEL SERVICES



Everyday tasks for employees of the travel services

- Giving travel information and advice face-to-face with clients
- Answering the telephone
- Obtaining information via the telephone and computer
- Finding information in brochures and directories
- Dealing with complaints
- Reading timetables, charts and graphs




- Completing holiday booking forms, planning and scheduling journeys
- Calculating distances and journey times
- Converting money to and from foreign currencies, calculating discounts, insurance costs and supplements



WHAT SKILLS?

Speaking and Listening

- Listen carefully to detail, e.g. client's ideas and instructions for holidays, times and dates for travel bookings, exclusions and restrictions
 - Ask sensible questions to find information, e.g. from hotels or travel companies
 - Explain client's requirements to other companies, e.g. type of room, seating arrangements for journeys, disabled access
 - Deal sensitively with complaints or concerns, e.g. use appropriate tone of voice and facial expression
 - Use a pleasant tone and manner whenever dealing with clients, e.g. politeness, smiles, appropriate greetings so that high standards of customer service are maintained
- 

Reading

- Obtain information from tables and charts, e.g. flight times, rail timetables, temperature and sunshine graphs, price lists
- Understand and explain written information in brochures and on computer screens, e.g. details of resorts and accommodation, descriptions of facilities, child offers, excursions

- Follow written instructions to complete forms and procedures, e.g. booking forms, client record cards, travel insurance proposals
- Find information using alphabetical order, e.g. filing systems for client records, directories, indexes, internet

Writing

- Write clearly and accurately on forms and record cards to avoid mistakes in bookings and charging
- Note messages clearly from telephone calls and other conversations to pass on information or enquiries
- Key straightforward information into computer systems accurately, e.g. for bookings or finding information
- Compose a brief simple letter, e.g. to enclose with holiday details

Number Skills

- Record numbers clearly and accurately using a keyboard or by hand, e.g. costings, times, numbers in party
 - Understand and extract information from timetables using both 12-hour and 24-hour clock
 - Explain to clients the meaning of temperature and sunshine graphs for resorts
 - Calculate percentages, using a calculator, e.g. discounts, supplements, deposits, commission
-
- Complete and calculate bills and receipts accurately, e.g. deposits, final payments
 - Receive and process payments using a variety of methods, e.g. cash, credit and debit cards, cheques
 - Convert money to and from foreign currencies, using a calculator


Communication skills needed to work in the travel industry

- Reading – understanding straightforward written and graphical information, e.g. from brochures, timetables, computer screens and instructions on forms
- Writing – completing forms, noting messages, writing short business letters by hand and using a keyboard, e.g. booking forms, insurance details, telephone messages, letters to clients
- Speaking and Listening – talking face-to-face and on the telephone with one or two people, e.g. clients, hotels, travel firms



Numeracy skills needed to work in the travel industry

- Numbers – recording numbers, understanding graphs, charts and tables, e.g. flight numbers, booking references, timetables, price lists
- Money – dealing with cash, cheques and cards, by hand or using a calculator or computer, e.g. bills and payments, foreign exchange
- Time – using the 24-hour clock and time zones, planning journeys, e.g. for international travel, air and ferry times



To start work or undertake an NVQ in travel services, the basic skills levels needed are:

- communication at or above Level 1;
- numeracy at or above Level 1.

For further information contact:

The Basic Skills Agency,
Commonwealth House,
1–19 New Oxford Street,
London WC1A 1NU

Tel: 020 7405 4017

Fax: 020 7440 7770

email: walesenquiries@basic-skills.co.uk

www.basic-skills-wales.org