

NO RTEC JOB-SPECIFIC SKILLS COMPETENCY\

TRAVEL AGENT

DOT 252.152-010 SVP 5

Job description: Assists individuals and groups in arranging business and personal travel and accommodations. Physical Demands - Sedentary w/ light lifting, carrying, or moving (up to 20 lbs); General Educational Development - R4 M3 L4 ; Aptitudes - Above average Verbal and Clerical Perception - Average General Learning Ability, Numerical, Motor Coordination, Finger Dexterity, and Manual Dexterity.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate knowledge of the basic workings of a computer key board and a computerized reservation system. (IN, S, T)
2. Can sign in and out on a computerized reservation system. (IN, S, T)
3. Can acquire flight/cruise/railway availability and cost information from a computerized reservation system. (IN, S, T)
4. Can acquire availability and cost information from printed airlines/shipping/railroad schedule manuals. (IN, S)
5. Can create PNR (passenger name reservation), including name, itinerary, fare quote, payment received from, referral from, and phone number. (IN, I, S, T)
6. Can enter PNR into computerized system; can file/mail PNR for non-computerized system. (IN, S, T)
7. Can retrieve PNR records and make adjustments, cancellations. (IN, S, T)
8. Can make ancillary reservations, as needed, such as car, hotel, bus. (IN, I, S)
9. Can utilize published reference guides to develop complete individual and/or group travel arrangement quotations and itinerary (tours, airlines, cruises, hotels, railways, bus, etc.); can suggest alternative routes to complete itineraries. (IN, I, S)
10. Can demonstrate knowledge of the travel industry's code for major cities and airports. (IN, S)
11. Can demonstrate knowledge of all state capitols and major airports. (IN)
12. Can demonstrate knowledge of major domestic and international tourist destinations and attractions (40, minimum). (IN)
13. Can demonstrate knowledge of climate, principal attractions, currency/currency exchange rates, and other general information regarding major tourist destinations. (IN)
14. Can demonstrate knowledge of international time zones. (IN, S)
15. Can demonstrate knowledge of the 24 hour clock (military time). (IN, S)
16. Can complete pricing information, including applicable (domestic and international) taxes or service fees, and complete ticketing and billing paperwork. (R, IN, S)
17. Can compute cost of and complete paperwork for travel insurance. (R, IN, S)
18. Can demonstrate knowledge of the different modes of travel (airlines, ships, bus, etc.), and the differences in the arrangements and/or needs of each. (IN)
19. Can demonstrate the ability to type 45 wpm. (IN, T) *Note: Additional documentation is required to verify competency for this indicator*
20. Can demonstrate the ability to communicate effectively and appropriately with customers. (I)
21. Can demonstrate knowledge of custom regulations, passports, visas, and immunization requirements. (IN, S)
22. Can issue tickets, collect payments, and make change. (R, IN, I, S)