

Travel and Information Consultant

Kaitohutohu Haerenga/Pārongo

Other names for this job

Domestic Travel Consultant, Information Officer, Tourist Information Officer, Travel Advisor, Visitor Centre Travel Consultant

What people in this job do

Travel and information consultants provide information and reservation services for tourist attractions, accommodation and travel from a visitor information centre.

Travel and information consultants:

- give customers information on transport, accommodation, events, activities and places of interest
- give directions to customers
- reply to correspondence including requests received by email and mail
- organise travel and accommodation bookings for customers
- organise event, attraction and activity bookings for customers
- inform customers about what entertainment, national and local events, clubs and community organisations are available
- maintain relationships with suppliers and tour operators
- may promote and sell events, attractions and package tours
- may sell a range of goods such as stamps, souvenirs, postcards and maps

- may organise domestic air travel for customers.

Personal requirements

Travel and information consultants need to have up-to-date knowledge of the region they work in and other destinations around the country, including knowledge about accommodation, attractions, sightseeing tours, entertainment and events. They also need to have:

- good customer service, sales and communication skills
- knowledge about different methods of travel, and how to make reservations for them
- good problem-solving skills
- research skills, including Internet research skills
- time management skills and the ability to evaluate their customers' needs quickly
- an understanding of the Visitor Information Network (VIN), a network of visitor information centres in New Zealand, and Tourism New Zealand
- cash handling skills.

Travel and information consultants need to be:

- able to relate to people from a wide range of cultures
- friendly and patient, with a sense of humour
- positive and helpful
- resourceful
- able to work well as part of a team
- able to work well under pressure.

Travel and information consultants should have a reasonable level of fitness as they spend a lot of time on their feet. They should have a good memory. A tidy appearance is also important.

How to get into this job

To become a travel and information consultant you need to have customer service and sales experience, travel experience and local knowledge. You also need basic maths, English and computer skills. However, some employers may prefer you to have a qualification in tourism or travel.

Secondary education: There are no specific secondary education requirements to become a travel and information consultant, but English, languages, maths, geography and computer studies can be useful.

Pay and job outlook

Salaries vary, but travel and information consultants usually earn between \$10,000 and \$45,000 per year, depending on the number of hours worked. Managers may earn up to \$70,000 per year, depending on skills, experience and responsibility.