



Passionate about travel? Looking at alternatives to College or University?
 Wanting to get into the travel industry, get onto the career ladder and earn as you learn?

Look no further! Apply today to become a

TRAVEL CONSULTANT APPRENTICE

in East England's leading independent Travel Agency with 24 branches across East Anglia

Premier Travel is an independently owned and family-run travel company that has been proudly operating locally for over 85 years. In 2019 we won the SME Cambridgeshire Employer of the Year for how well we look after our 200 staff and run our business – to Premier it is all about our great people! Our Travel Consultants pride themselves on their excellent travel knowledge, high levels of customer service and the personal touch that keeps our many loyal customers coming back to us again and again. With our numerous social events, opportunities to travel and being treated as a member of a large family, it is no wonder that over 100 of our staff have been with us for over 10 years!



ABOUT THIS APPRENTICESHIP

The key elements of the Travel Consultant Apprenticeship include:

- **Geography:** getting a good understanding of worldwide geography and popular travel destinations
- **Key Travel Information:** knowing passport and visa requirements, the different time zones, other cultures and traditions, foreign exchange, medical safety
- **Systems:** learning the various reservations and booking systems for land and air, knowing travel regulations, ticketing rules and industry terminology and abbreviations
- **Travel options:** learning about the different modes of transport, types of accommodation and being able to put together itineraries that meet each client's specific needs
- **Understanding customers:** recognising different traveller profiles, recognising requirements and needs
- **Legalties:** understanding the importance of keeping customer information and business transactions confidential and keeping up to date with travel industry regulations
- **Sales:** learn how to work commercially and to exceed sales targets
- **Communication:** understand how to communicate professionally using a variety of methods and digital resources
- **Sustainability:** recognise the impact the business activity has on the environment and how it can operate in a responsible and sustainable manner

Please email a covering letter and CV into apprenticeships@premier-travel.co.uk telling us a bit about yourself, why you think you would make an excellent Travel Consultant Apprentice and what your preferred branch location would be



ABOUT THE ROLE

Working within one of our local Travel Agencies, Leisure Travel Consultants are in a fast paced, customer focused, sales environment with the aim of selling experiences and memories, matching travel options to budgets and meeting each client's unique needs. Selling everything from package holidays, cruises, activity holidays, tailor-made worldwide trips and UK breaks; a key part of the Travel Consultants role is to keep up with current and new travel trend and experiences.

ABOUT YOU

We are looking for real team players who love the travel industry, like dealing with customers face to face and enjoy working to sales targets. Key personal attributes should include:

- A passion for travel
- Enjoy working to sales and profit targets
- The ability to interact, communicate and negotiate effectively with clients face to face and over the telephone
- Have excellent organizational skills, a keen eye for detail and be comfortable with multi-tasking
- Be able to remain calm when dealing with any problems or complaints
- Like working under your own initiative and as part of a team
- Personal travel experience is an advantage

ABOUT THE BENEFITS

- Excellent Apprenticeship pay scale
- Overseas educational opportunities
- Friendly working environment
- Numerous social and work events
- Amazing staff travel rates
- Discounted travel rates for friends and family



ESSENTIAL INFORMATION & FREQUENTLY ASKED QUESTIONS

- **Who is this Apprenticeship suitable for?**
18-20 year olds who have completed a Level 3 Diploma in Travel and Tourism
- **How long does the Apprenticeship take?**
18-24 months
- **What are the working hours?**
Working 5 days per week within opening hours of 0900-1700 Monday to Friday and 0900-1700 on Saturdays
- **When and how do I study?**
You will have a mixture of training in our head office, online coursework, on the job training and first-hand experience, designated study time within you branch and regular updates with our Training Manager and course provider
- **What happens at the end of the Apprenticeship?**
You will become a fully-fledged Travel Consultant in branch and have the opportunity to apply for other vacancies in branch and at the head office in Cambourne
- **Salary**
£11,000 per annum during your first year, to £13,000 after 12 months and £15,000 on completion of the course. In addition to this, you will earn commission and bonuses on our excellent incentive scheme as soon as you become experienced and confident enough to start selling to customers with limited supervision
- **What level of qualification do I get?**
This is a Standard Level 3 Travel Consultant Apprenticeship
- **Where would I be based?**
We have 24 branches across east Anglia. For a full list of Premier Travel branch locations please see www.premier-travel.co.uk/our-people. The location where your apprenticeship will be based will be discussed with you closer to the time of enrolment. We will make every effort to make this as close to your home location as possible.



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