



PTCPTT.COM Travel Agent Questionnaire

Name: _____ Date: _____

Address: _____ City: _____ State: ___ Zipcode: _____

1. Position you are applying for: _____

Can you work: Full Time Part-Time

2. Please indicate how many years of Travel Experience you have in the following fields.

Corporate Travel Agent: _____ Leisure Travel Agent: _____ Both: _____

Airline Experience: _____ Tour Operator: _____

If Leisure Agent, are you familiar with the following?

Packages FIT Other

Destination Specialties: _____

Certifications: _____

3. Is your experience current? Yes No

If No, how long have you been out of the Industry? _____

Please Indicate Office Environment

Call Center On Site Multiple Accounts Floating Stand Alone Agency

4. Please select the GDS programs you are familiar with and the amount of time you have used each one.

Apollo Length of Experience: _____

Amadeus Length of Experience: _____

Worldspan Length of Experience: _____

Sabre Length of Experience: _____

Sabre Red Length of Experience: _____

Sabre Native Length of Experience: _____

Sabre Star Length of Experience: _____

Please indicate your current GDS: _____

5. How well can you perform the following tasks?

Exchanges Average Above Average Expert

Refunds Average Above Average Expert

Reissues Average Above Average Expert

Travel Agent Questionnaire

6. Can you perform all aspects of a reservation?

Air	Car	Hotel	Limo
Ticketing			
Please indicate how well you know ticketing			
	Average	Above	Expert
		Average	

7. How many calls/transactions do you in an average day? _____

Have you been informed about errors on these transactions?

Yes No

8. Can you do group air reservations? Yes No

If yes, please indicate Minimum Size _____ Maximum Size _____

9. Have you worked with VIP Clients? Yes No

10. Do you have any Awards or Achievements? Yes No

If so, please describe

11. Please give an example of how you went Above and Beyond.

12. Do you prefer to work in a

Office Environment Virtual Environment No Preference

13. If Home Setup

Do you have Separate Office? Yes No

Do you have the following?

Computer Printer High-Speed Internet

14.

14. Please indicate your level of organizational skills

Average	Above	Expert
	Average	

Travel Agent Questionnaire

15. International Experience:

What destinations are you familiar with? Please list

Are these reservations

Point to Point

Multi-leg

Around the world

16. Please indicate how you handle International Pricing

Do your own

Send out to International Ratings Dept

Other (please explain)



17. Please rate your international skills

Average

Above
Average

Expert

18. Are you familiar with On-line Booking Tools?

Yes

No

If yes, please indicate which programs

How well do you know the system?

Average

Above
Average

Expert

19. Can you relocate?

Yes

No

Travel Agent Questionnaire

20. Are you available for:

Temporary

Permanent

Both

21. If temporary, please list the states you can work in and have a location to stay

22. What companies have you applied with? List and give approximate dates

23. What Travel Recruiters have you worked with/sent your resume to?

