

## PROGRAM & CAREER HIGHLIGHTS:

- ✓ \$21,000 - \$49,700 wage range.
- ✓ The program prepares you to challenge the CITC's Certified Travel Counsellor Exam.
- ✓ Professional Opportunities: Students have found employment working as Travel Counsellors, Tour Operators and for airlines.



# TRAVEL COUNSELLOR

*The program is endorsed by CITC Canadian Institute of Travel Counsellors (Educational Standards Division). While participating in Robertson Travel, students will gain hands-on industry knowledge. Robertson graduates are employed in travel agencies, major airlines, tour companies and hotels.*

### **CALGARY CAMPUS**

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# PROGRAM OUTLINE // 9 MONTHS

<b>AIRLINE RESERVATIONS TRAINING</b>	Ticket issuing and client reservations using computer reservation systems, such as Apollo® and Sabre® will be covered in this course.
<b>DOMESTIC &amp; INTERNATIONAL TARIFFS AND TICKETING</b>	This course provides a detailed look at airline rules and regulations regarding the process of airfares and related documents.
<b>GROUND TRANSPORTATION / CAR RENTAL</b>	Industry terminology and reservation procedures will be covered throughout this course.
<b>HOTEL ACCOMMODATION</b>	Hospitality terminology including reservation procedures will be taught in this course.
<b>KEYBOARDING SKILLS</b>	You will learn proper keyboarding skills in this course. The course focuses on formatting skills and increasing keyboarding speed and accuracy.
<b>MARINE TRAVEL</b>	This course will provide you with an in-depth look into the exciting world of the Cruise Industry. Emphasis will be placed on matching clients to the right cruise ship, comprehension of cruise line brochures/ships and costing.
<b>PACKAGE TOURS</b>	More and more customers are wanting to have travel simplified for them. This course will help you become familiar with a variety of tour companies and procedures of holiday reservations and pricing.
<b>RAIL TRAVEL</b>	You will get an In-depth look into the three major components of rail travel including VIA Rail, British Rail, and European Rail Travel.
<b>TRAVEL INTERNET</b>	Your research skills on the internet will be enhanced throughout this program. You will learn how to search for the best product and packages for your clients.
<b>TRAVEL SALES</b>	Sales and Customer Service are essentials to a Travel Counsellors career. Specialized sales and customer service techniques related to a variety of Tourism products will be taught in this course.
<b>TRAVEL AGENCY OPERATIONS &amp; ACCOUNTING</b>	Office Procedures related to the smooth operation and accounting within a travel agency; consolidators, net fares, brochure display/office design and debit/credit process. Study of ACCESS procedures and the national travel exam will guide you in your future career.
<b>TRAVEL INSURANCE</b>	Terminology, coverage, and counseling will be taught in this course.
<b>WORLD DESTINATIONS AND GEOGRAPHY</b>	You will take a look into attractions, safety issues, culture and cuisine at destinations around the world. The course will act as a geography primer for packaging tourism products.

## CAREER MANAGEMENT

Throughout the program you will practice interview techniques, create or improve your resume, learn networking skills and how to successfully search and find career-related employment.

## INDUSTRY PRACTICUM

A four week work practicum is included in this program. This practicum will give you a chance to put your newly acquired skills to work in a “real-world” environment while gaining valuable experience.

## NOTES