

TRAVEL AGENCY INTERVIEW SAMPLE QUESTIONS

1. What inspired you to become a travel agent?

An interviewer may ask this question to learn more about your personality and professional goals. This is also your opportunity to share your passion for travel. Your answer may include a combination of your credentials and a personal anecdote.

Example: *"When I was a kid, I loved to close my eyes, spin a globe, stop it by putting my finger on a random country and researching the country. When I got older, I found exciting places to travel this way, and I discovered that I enjoy finding interesting destinations and great deals. People started asking me for my tips, so I became a [travel agent](#) to combine my expertise with my passion for travel."*

2. Describe what you would do if you noticed you weren't meeting sales goals.

An interviewer may ask this question to assess your personal accountability, problem-solving skills and how proactive you are. It may be difficult to talk about a challenge you faced. However, use this as an opportunity to discuss how you preserved. Consider using the STAR method to help you answer this question. This method involves discussing a situation, task, action and result in your answer. It helps you establish the scenario, what you did and how well it worked.

Example: *"A few years ago, I was struggling to book as many spring break trips for college students as I usually would. I learned that college students reported popular beach destinations were growing too expensive for them. I contacted a resort partner to arrange a special promotional deal for college students. This allowed me to offer a more affordable but still high-quality option to college students, boost my sales numbers and strengthen a relationship with one of our partners."* **Related: [How To Use the STAR Interview Response Technique](#)**

3. How do you calm down an angry customer on the phone?

Travel can be a very stressful time. An interviewer may ask this question to learn how well you work under pressure and assess your customer service skills. Provide an answer that highlights your problem-solving skills and your respect for your customers.

Example: *"Whenever I speak with an angry customer on the phone, I first apologize to them for their experience, and I thank them for the opportunity to*

let me help them find a solution. I assure them that their satisfaction is my priority, and I try to learn as much as possible about their situation. I find out what their ideal resolution is, and I try to find a solution that works well for both the client and the company. Also, I always make a note to follow up with the client within 24 hours to see if there is anything else I can help them with."

4. Tell me about a time you impressed a client. What did you do?

Travel agencies often want the best of the best. The extras you provide as a travel agent help create satisfied, loyal clients. Provide details of a special experience you created for a client.

Example: *"One of my clients booked a trip to a popular theme park to celebrate adopting three children. As a surprise, I arranged for a gift basket with matching family T-shirts and other treats to be in their hotel room when they arrived. They called to thank me after the trip, and they expressed their gratitude for helping them find another way to celebrate their new family. They now book a trip with us every year to celebrate this anniversary, and our agency implemented these gifts as a standard practice for similar families."*

5. What do you look for in a vacation package for your clients?

An interviewer may ask this question to learn more about your [listening skills](#) and selling skills. As a travel agent, you need to understand your client's preferences and budget. Not only can this help you create satisfied customers, but you may complete sales more quickly.

Example: *"I always ask my clients for their top three destinations, their budget, what they want out of their trip, who they're traveling with and how much flexibility they have. I want to find or create a package that gets them their top destination when they want to go at the lowest price. I like to know more about who's in their party so I can find bonuses for them, such as kid-friendly resorts."*

6. What do you consider most important in the travel business: price, product or communication?

An interviewer may ask this because all three are important for travel agents. It's important for you to answer honestly. However, consider highlighting communication as it is a critical aspect of your job.

Example: *"Price, product and communication are all critical to my success as a travel agent. However, communication is vital to me. It's important for me to really understand my client and their dream vacation at the start so I can best*

meet their needs. It's also important for me to keep in contact with them about any changes or tips."

7. What's your biggest motivation to succeed as a travel agent?

This question is another opportunity for you to share personal details. Consider sharing a personal anecdote about your passion for travel. Add details about your customer service skills.

Example: "My biggest motivation to succeed as a travel agent is knowing I get to help families create once-in-a-lifetime memories. I get to tell others about beautiful, unique destinations. Nothing makes me happier than a satisfied customer who returns from a trip and can't wait to go explore more."

8. Tell me about a time you had to work under pressure.

This question assesses your problem-solving skills and ability to work in stressful situations. Travel agents often have to find quick solutions for complex problems. Consider using the STAR method in your answer.

Example: "My client's connecting flight was canceled the day before their cruise, and a gate agent was unavailable to help. I called the airline and was able to book the family on a direct flight that evening. As an extra, I negotiated an upgrade to first class for their stress. My client arrived on time."**Related: Interview Question: "How Do You Work Under Pressure?"**

9. How flexible is your schedule?

An interviewer may ask this to assess your expectations. Travel agents often work odd or long hours. Emphasize your willingness to prioritize your clients' needs.

Example: "One of my favorite things about being a travel agent is making my own schedule. My schedule is very flexible, and I'm available nights, weekends and holidays. My clients always know I'm only one text or email away."

10. What's your personal definition of outstanding customer service?

Excellent customer service is a cornerstone of being a travel agent. Discuss your commitment to creating satisfied customers every time. Consider sharing a personal anecdote.

Example: *"My personal definition of outstanding customer service involves anticipating my client's every need and providing solutions to problems they don't even know about. I believe travel should be relaxing and fun. I want to remove any worries or doubts from the minds of my clients so they can enjoy their adventures."*

11. Tell me about a time you took on extra responsibilities without being asked.

Interviewers ask this to learn how proactive you are. Also, many travel agents work on commission. Consider sharing a story about helping a coworker without anything in it for you to highlight your commitment to shared success.

Example: *"My coworker was planning a trip to a big conference for a company. However, their hotel canceled their reservations the day before. I stayed late to help her call every hotel in the area until we found one with available rooms willing to give us a good deal."*

12. Do you have a preferred booking portal to use? If so, which one? Why?

Interviewers ask this to learn more about your skills and experience. It also helps them learn more about how you work. Share your favorite without talking poorly about another portal in case that's the portal they use.

Example: *"I've used Let's Book Tools and Super Agent Pro most often. I love Super Agent Pro because I feel it has the best deals available, it's easy to use and has a mobile app, too. I also love their forum section where I can learn from other travel industry professionals."*

Source: <https://www.indeed.com/career-advice/interviewing/travel-agency-interview-questions>