

Introduction to Travel Office Operation

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Designed as a quick-reference guide for new staff, trainees, or anyone interested in how a travel office runs.

1. Core Functions of a Travel Office

Function	Purpose	Typical Activities
Customer Service	Assist travelers before, during, and after trips	Answer inquiries, provide destination advice, handle complaints
Reservation & Ticketing	Secure travel products for clients	Book flights, hotels, car rentals, cruise cabins; issue e-tickets & vouchers
Itinerary Planning	Create coherent travel plans	Assemble schedules, map connections, suggest activities
Financial Management	Track money flow and ensure profitability	Process payments, issue invoices, manage commissions, reconcile accounts
Marketing & Sales	Attract new clients and retain existing ones	Run promotions, maintain social media, partner with suppliers
Compliance & Documentation	Meet legal and industry standards	Verify visas/passports, collect travel insurance, maintain records

2. Organizational Structure (Typical)

Owner / General Manager

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?? Operations Manager

? ?? Front-Desk / Customer Service Team

? ?? Reservations & Ticketing Team

? ?? Itinerary & Product Specialists

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?? Finance & Administration

? ?? Accounts Payable/Receivable

? ?? Payroll & Reporting

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?? Marketing & Sales

? ?? Digital Marketing

? ?? Corporate Sales

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?? Support Services

?? IT / System Administration

?? HR / Training

Small agencies may combine roles; larger offices often have dedicated specialists.

3. Daily Workflow Overview

1. Morning Briefing

- Review new promotions, system updates, and any supplier notices.
- Assign pending client requests.

2. Client Interaction

- **Inbound:** Calls, emails, walk-ins ? log in CRM.
- **Outbound:** Follow-up on quotes, confirm bookings, send reminders.

3. Reservation Process

1. Verify client details & travel documents.
2. Search inventory (GDS, direct supplier portals).
3. Present options & obtain approval.
4. Issue tickets/vouchers & collect payment.

4. Itinerary Assembly

- Combine all components (flights, accommodation, transfers, tours).
- Add useful info (airport codes, check-in times, local contacts).
- Deliver via email, portal, or printed package.

5. Post-Booking Tasks

- File documentation (receipts, contracts).
- Update accounting (record commission, fees).
- Set reminders for travel-date alerts (visa expiry, flight changes).

6. End-of-Day Wrap-Up

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- Reconcile cash & credit?card transactions.
 - Generate daily sales report.
 - Log any issues for next?day follow?up.
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4. Key Systems & Tools

Category	Examples	Primary Use
Global Distribution System (GDS)	Amadeus, Sabre, Travelport	Access airline, hotel, car?rental inventory
Customer Relationship Management (CRM)	Salesforce, HubSpot, Zoho	Track leads, communication history, preferences
Accounting / Invoicing	QuickBooks, Xero, Sage	Record transactions, manage commissions
Document Management	Google Drive, SharePoint	Store itineraries, visas, insurance certificates
Marketing Platforms	Mailchimp, Hootsuite,	