

Travel Agent interview questions

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What to expect

Travel agent interviews mix practical systems questions with behavioural and scenario-based ones, since the job is judged on both booking accuracy and how you handle clients when things go wrong. Expect the panel to test your composure under disruption as much as your product knowledge.

- **Process:** Questions asking you to walk through how you'd actually build a booking or itinerary, step by step.
- **Behavioural:** Past-experience questions about handling difficult clients, complaints or repeat business.
- **Scenario:** Hypothetical disruption or judgement situations, such as a cancelled flight or an unhappy client mid-trip.
- **Technical/systems:** Direct questions about your GDS experience and confidence moving between platforms like Amadeus, Sabre or Galileo.
- **Client-facing/advisory:** Questions testing how you balance sales targets against honest advice, especially around budget or risk.

Most agencies run a short phone or video screen first to confirm system experience and availability, then a longer in-person or video interview with a manager or team lead covering scenarios and past experience. Some agencies add a short practical test, such as building a sample itinerary or navigating a mock booking screen.

1. Walk me through how you'd build an itinerary for a client with a fixed budget and several must-see destinations.

Why they ask

This checks whether you actually understand the sequence of research, comparison and trade-off decisions involved, not just that you can use a booking system.

How to structure your answer

Answer as a clear step-by-step walkthrough: how you'd clarify the budget and priorities first, then compare flight and accommodation options, then present trade-offs to the client before locking in bookings.

Example answer

"I'd start by clarifying the non-negotiables, usually dates and one or two must-see stops, then work out roughly what portion of the budget goes to flights versus accommodation. I'd compare options across Amadeus and Skyscanner to see where prices diverge, then put together two or three combinations at different price points so the client can see the trade-offs themselves rather than me just picking for them. Once they choose, I'd confirm availability again before booking, since fares and rooms can move quickly."

2. Tell me about a time you resolved a difficult booking issue or client complaint.

Why they ask

Complaints and rebooking disputes are routine in this role, so the panel wants evidence you can de-escalate and fix the problem rather than just apologise.

How to structure your answer

Use STAR: describe the situation, what was expected of you, the specific action you took, and the outcome for the client and the agency.

Example answer

"A client's connecting flight was rescheduled by the airline, which meant they'd miss a pre-paid tour departure. They were understandably frustrated when they called. I checked the airline's rebooking rules, found an earlier alternative flight at no extra cost, and contacted the tour operator directly to see if they'd hold the departure slightly or offer a partial refund if not. The tour operator agreed to a short delay, so the client made it after all. They ended up booking their next trip through me as well."

3. A client overseas calls you at short notice because their flight home has been cancelled and they need to get back for work in two days. What do you do?

Why they ask

This tests judgement under pressure and prioritisation when normal booking timelines don't apply.

How to structure your answer

Talk through your immediate priorities in order, then how you'd communicate with the client while working the problem, acknowledging any constraints you can't control.

Example answer

"First I'd get the essentials from them, current location, what the airline has already offered, and the hard deadline they need to meet. I'd check alternative routings across other airlines and alliances rather than just rebooking on the same carrier, since that's often faster than waiting in a queue at the airport. I'd keep the client updated every step rather than going quiet while I search, even if the update is just 'still checking, give me ten minutes.' Once I've got a workable option, I'd confirm the cost implications with them before booking, since a short-notice fare can be significantly higher."

4. Which GDS platforms have you used, and how confident are you moving between Amadeus, Sabre and Galileo?

Why they ask

Agencies want to know how much retraining you'd need and whether your system experience is current.

How to structure your answer

Give a direct, honest account of your depth on each platform rather than overstating familiarity, since this is easy to test in a practical exercise.

Example answer

"I've used Amadeus daily for a few years, mainly for flight and hotel bookings, fare comparisons and PNR management. I've also worked in Sabre when covering for colleagues, so I can navigate bookings and basic ticketing but I'm not as fast in it as I am in Amadeus. I haven't used Galileo directly, though the underlying booking logic is similar enough that I'd expect to be productive within a short training period."

5. How do you handle a client who wants to book something outside their budget, or a destination with a higher travel risk, like political instability or a health advisory?

Why they ask

This checks how you balance the commercial pressure to close a sale against your obligation to give honest, informed advice.

How to structure your answer

Explain how you'd raise the concern without being paternalistic, present the facts and let the client make an informed decision, while noting any documentation or disclosure you'd complete.

Example answer

"I'd lay out the relevant facts plainly, current government travel advice, insurance implications and what it would cost if plans changed, rather than just refusing the booking. If a client still wants to

proceed after hearing that, it's their decision to make, but I'd make sure they've read the advisory themselves and that we've documented the conversation. On budget, I'd usually show them what they're trading off, like a lower-star hotel or an extra transfer, so the decision is theirs with full information rather than a surprise later."

6. Tell me about how you've built a relationship with a client that led to repeat bookings.

Why they ask

Repeat and referral business matters a lot in this role, so the panel wants to see you think beyond the single transaction.

How to structure your answer

Use STAR, focusing on the specific actions that built trust over time rather than just describing a pleasant interaction.

Example answer

"I had a small business client who travelled for conferences a few times a year. After the first booking, I started keeping notes on their seat and hotel preferences and flagged fare changes on their usual routes before they had to ask. Because I wasn't just processing each request cold, they started coming to me first for anything travel-related, including personal trips for their family, and referred a couple of colleagues as well."