

Name of the professional figure
Tour operator
Where it works
Tour operator is one key figure in travel and tourism agencies. It is fair to say that the tour operator heavily relies on the success of each product or service to be delivered to customers. This person works as an employee under the direction and supervision of the Head of Tourism Planning and Project Managers.
The activities
<ul style="list-style-type: none"> • The tour operator deals with all operations relating to the confirmation, modification, or cancellation of reservations of transportations, accommodations, places of interest and other activities that are included in the packages • This figure needs to navigate plans, timetables effortlessly, and rates, as well as know-how transportation lines, travel manufacturers, and hotel amenities work.
Qualifications
A degree in Tourism and Hospitality major is an advantage but not a compulsory requirement
Technical skills
<ul style="list-style-type: none"> • Need to know tourist geography, travel laws, travel marketing, and travel psychology. The tour operator Have an in-depth understanding of all the tour packages offered to customers and solid expertise in tourism geography. • Be able to operate the necessary technology for booking trips and tickets. • Be familiar with accounting concepts like billing and reporting, the legislation governing tourism, particularly regarding the protection of consumers and the management of complaints and refunds. • Have prior experience gained from tour operation is also very important
Computer and linguistic knowledge
This professional figure requires fluent foreign language skills in English (and any other common foreign langue). Both writing and speaking skills are essential. He (she) must also possess the appropriate skills to use Office software and any specific software package employed by the company
Personality and availability
The Tour operator needs to be able to organise his (her) work along with the group work. The problem-solving skills and the ability to maintain relationships with customers and suppliers are also important for this job. He (she) needs to be precise, good at handling pressure, but still flexible mentally. Staying calm, patient and adaptive are essential characteristics for this position. In addition, the availability of work after hours and readiness to travel is also required