

Travel and tourism is a very large field that encompasses many occupations. Each year, millions of Americans travel by plane, train, ship, bus, and automobile. It has been estimated that the travel and tourism field is one of the largest employers in the world. It can provide careers for people in marketing, promotions, public relations, etc. The places of work can vary just as greatly and include cruise ships, ski resorts, spas and resorts, hotels, rental car companies, travel agencies, chambers of commerce, visitors bureau and office settings.

**Travel Agents** give advice on destinations and make arrangements for transportation, hotel accommodations, car rentals, tours, and recreation. They also may advise on weather conditions, restaurants, tourist attractions, and recreation. For international travel, agents also provide information on customs regulations, required papers (passports, visas, and certificates of vaccination), and currency exchange rates.

**Reservation Agents** work for large hotel chains or airlines, helping people plan trips and make reservations. They usually work in large reservation centers answering telephone or e-mail inquiries and offering suggestions on travel arrangements, such as routes, time schedules, rates, and types of accommodation. Reservation agents quote fares and room rates, provide travel information, and make and confirm transportation and hotel reservations. **Transportation Ticket Agents** are sometimes known as passenger service agents, passenger-booking clerks, reservation clerks, airport service agents, ticket clerks, or ticket sellers. They work in airports, train, and bus stations selling tickets, assigning seats to passengers, and checking baggage.

Most **Travel Clerks** are employed by membership organizations, such as automobile clubs. These workers, sometimes called **Member Services Counselors** or **Travel Counselors**, plan trips, calculate mileage, and offer travel suggestions, such as the best route from the point of origin to the destination, for club members. Travel clerks also may prepare an itinerary indicating points of interest, restaurants, overnight accommodations, and availability of emergency services during the trip. **Hotel, Motel, and Resort Desk Clerks** perform a variety of services for guests. Primarily, they register arriving guests, assign rooms, and check out guests at the end of their stay.

### Salary Information:

- Travel Agents  
\$32,450 Median Salary (U.S. Bureau of Labor Statistics, 2008)
- **Travel Agents for the Rochester, New York area:**  
\$32,000 Median Salary Range (Career One Stop, 2008)  
[\*Salary varies based on education/advanced degree, work-experience & setting/location]

### Additional Information:

- American Society of Travel Agents: [www.astanet.com](http://www.astanet.com)

