

WINGS INSTITUTE

Vadodara | Aviation, Hospitality & Travel Career Training

Travel & Tourism Staff Career Guide

INDIA 2026 EDITION

Travel Agency | Tour Operator | Air Ticketing | Visa | GDS | MICE

Passport

Documents & trust

Flight

Ticketing + GDS

Map

Packages & tours

Handshake

Service mindset

Built for 12th pass students, freshers, working staff and future travel entrepreneurs

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How to Use This Guide

This guide is designed for three types of readers: students planning a travel career after 12th, working travel staff who want faster growth, and future entrepreneurs who want to start a travel agency or tour company in India.

The language is intentionally simple, but the information is professional. Read it as a practical career map: first understand the industry, then roles, then skills, then salary, then employers, then interview and business roadmap.

Career Snapshot: 2026

Area	Simple meaning	Best roles for freshers
Travel agency	Books flights, hotels, visa, insurance and packages for customers	Travel Consultant, Ticketing Executive, Visa Executive
Tour operator	Creates and operates domestic or international tour packages	Tour Operations Executive, Itinerary Executive, Tour Coordinator
Corporate travel	Manages company employee travel according to policy	Corporate Travel Executive, Travel Desk Executive
MICE	Handles meetings, incentives, conferences and exhibitions	MICE Executive, Group Travel Coordinator
GDS ticketing	Uses Amadeus, Galileo or similar systems for professional flight booking	GDS Executive, Fare Desk Executive

Trust note: This guide does not promise guaranteed jobs, salaries or visas. It gives realistic career guidance based on public career data, Wings Institute course/placement pages, tourism authority references, and current travel-industry structure.

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1. Why Travel and Tourism Is a Strong Career in 2026

Travel is not only about booking tickets. A travel professional helps a customer plan, book, document, pay, travel, change, cancel, protect and complete a journey. In 2026, customers expect fast answers, correct visa guidance, transparent package pricing, emergency support and a human expert who can explain what online booking websites cannot explain clearly.

Global travel and tourism supported 366 million jobs in 2025, approximately 1 in 9 jobs worldwide. This makes travel one of the largest employment ecosystems in the world. India is also investing strongly in tourism through national tourism schemes, destination development and travel-trade recognition systems.

For Indian students, this career has many entry points: local travel agency, tour operator, online travel portal, visa office, airline GSA, destination management company, hotel travel desk, corporate travel desk, MICE company or self-owned travel business.

2. What Travel Agencies and Tour Operators Actually Do

A travel agency mainly sells and manages travel services. A tour operator creates and operates travel experiences. Many companies do both.

Travel agency work	Tour operator work	Customer result
Flight booking, hotel booking, visa support, travel insurance, forex guidance, cancellation and refund support	Creates package routes, contracts hotels/vendors, prices the package, manages group movement and emergency coordination	The customer receives a complete journey plan instead of disconnected bookings
Corporate travel desk, ticket reissue, documentation, invoice and MIS reporting	Group departures, sightseeing plans, guide coordination, transport planning, meal planning	The trip becomes professionally managed from enquiry to return

3. Eligibility: Who Can Apply for Travel Jobs?

Most entry-level travel jobs do not require a very high academic barrier. But they do require discipline, communication, computer confidence and practical travel knowledge.

Requirement	Expected level in India	Why it matters
Education	12th pass for many fresher roles; graduation preferred for corporate travel, MICE, product and manager-track roles	Employers want basic maturity, reading ability and customer handling sense
Age	Usually 18+ for fresher roles; no single national age limit for most agency jobs	Travel jobs are skill-based and experience-based
Language	English + Hindi; local language like Gujarati is a strong advantage in Gujarat	Emails, visas, supplier calls and customer counselling require language clarity
Computer	Email, Excel/Sheets, PDF handling, WhatsApp Business, CRM basics	Almost every booking and document flow is digital
Grooming	Clean, formal and trustworthy appearance	Customers share money, passports and family travel plans
GDS	Amadeus/Galileo knowledge strongly preferred for ticketing and corporate travel	Professional agents work beyond simple consumer booking websites

4. Main Departments and Job Roles

Travel Sales Department

Talks to leads, understands budget, explains packages, follows up, closes bookings and maintains customer relationships. Job titles: Travel Sales Executive, Holiday Consultant, Travel Consultant, International Package Consultant, Domestic Package Consultant, B2C/B2B Sales Executive, Destination Sales Specialist.

Air Ticketing Department

Checks flight availability, compares fares, creates PNRs, issues tickets, handles date changes, cancellations, refunds and airline communication. Job titles: Air Ticketing Executive, GDS Executive, Reservation Executive, Fare Desk Executive, Reissue/Refund Executive.

Visa Documentation Department

Checks passport validity, photos, bank statements, ITR, employment letters, invitation letters, visa forms, appointments, travel insurance and submission checklists. Job titles: Visa Executive, Documentation Executive, Visa Consultant, Embassy Documentation Assistant.

Tour Operations Department

Makes sure the trip actually happens. Books hotels, transport, sightseeing, guides, meals, entry tickets and emergency support. Job titles: Tour Operations Executive, DMC Coordinator, Supplier Coordinator, Operations Manager.

Product and Itinerary Department

Creates destination packages, routing, hotel selection, sightseeing sequence, cost sheet and profit margin. Job titles: Itinerary Executive, Tour Product Executive, Destination Specialist, Product Manager.

Corporate Travel Department

Manages business travel for companies with policy rules, approvals, invoices, MIS reports and emergency changes. Job titles: Corporate Travel Executive, Travel Desk Executive, Implant Consultant, Account Executive.

MICE and Group Travel Department

Handles meetings, incentives, conferences, exhibitions, student groups, dealer meets, religious groups, wedding groups and corporate tours. Job titles: MICE Executive, Group Travel Coordinator, Event Travel Coordinator.

Customer Support Department

Handles cancellations, refunds, delays, complaints, hotel issues, missed transfers and post-sales problems. Job titles: Travel Helpdesk Executive, Refund Support Executive, Escalation Executive.

Accounts and Billing Department

Manages customer receipts, supplier invoices, GST invoices, refunds, payment reconciliation and ledger tracking. Job titles: Travel Accounts Executive, Billing Executive, Supplier Payment Executive.

4A. Detailed Job Profile Matrix: What Each Person Does Daily

This matrix is useful for students, parents and working professionals because it explains the real daily work behind each job title. A candidate should read this before choosing a travel career path.

Job profile	Daily work	Best fit for
Travel Consultant	Answer enquiries, understand budget, suggest destinations, prepare quotations, follow up, close booking, collect documents and payments	Students with communication, patience and sales confidence
Air Ticketing Executive	Check availability, create PNR, quote fare, issue tickets, handle date change, cancellation, refund and airline fare rules	Students who like systems, accuracy and speed
Visa Executive	Create country-wise checklist, verify documents, fill forms, book appointments, track processing and explain risk honestly	Detail-oriented students who can handle documents carefully
Tour Operations Executive	Confirm hotels, transfers, sightseeing, vendors, guides, meal plans, vouchers and emergency support	Students who are organised and can coordinate many moving parts
Itinerary / Product Executive	Design routes, select hotels, choose sightseeing, calculate cost, add inclusions/exclusions and prepare package copy	Creative students with destination interest and Excel discipline
Corporate Travel Executive	Book business travel as per company policy, manage approvals, invoices, MIS and urgent changes	Students who are professional, fast and accurate
MICE / Group Travel Executive	Handle large group movement, rooming lists, coaches, meals, conference schedules, airport transfers and on-ground coordination	Students who can manage pressure and people
B2B Travel Support Executive	Support other travel agents through supplier portals, agent queries, bookings, cancellations and product updates	Students who understand systems and can support partners
Hotel Travel Desk Executive	Assist hotel guests with airport transfers, local tours, taxis, guides, sightseeing and guest travel requests	Students with hospitality mindset and local destination knowledge
Tour Manager / Escort	Travel with group, manage timing, documents, check-ins, meals, sightseeing and guest comfort	Confident students with leadership and problem-solving ability

4B. Customer Journey: From First Enquiry to Safe Return

A professional travel company follows a clear customer journey. This protects the customer and also protects the agency from confusion, wrong promises and refund disputes.

Step	What the travel professional must do	Mistake to avoid
1. Enquiry	Ask destination, dates, passengers, budget, passport status, food preference and purpose of travel	Do not quote randomly without understanding need
2. Qualification	Check whether the customer is serious, budget-ready and document-ready	Do not waste time on unclear leads without follow-up discipline

Step	What the travel professional must do	Mistake to avoid
3. Options	Give 2-3 clear options with inclusions, exclusions and validity	Do not hide taxes, transfers, baggage, visa or resort fees
4. Booking	Collect correct names, passport details, advance/payment, written confirmation and cancellation acceptance	Do not book with spelling mistakes or verbal-only approval
5. Documentation	Prepare tickets, vouchers, insurance, visa papers, emergency contacts and day-wise itinerary	Do not send incomplete PDFs or unclear instructions
6. Travel support	Track flight changes, transfers, hotel check-in and emergency needs	Do not disappear after receiving full payment
7. Feedback	Collect review, solve pending issues, request referral and maintain customer record	Do not ignore complaints or refunds

4C. Destination Knowledge Playbook

Destination knowledge is what makes a travel professional valuable. Booking websites show prices. A trained professional explains suitability.

Destination question	Why it matters
Best time to visit	Prevents weather complaints and unrealistic expectations
Visa requirement and processing time	Helps customer decide early and avoid last-minute panic
Flight duration and layover	Important for families, senior citizens, honeymoon couples and business travellers
Hotel location	A wrong area can spoil the whole trip even if the hotel rating looks good
Indian food availability	Very important for family groups, senior citizens and vegetarian travellers
Transport and sightseeing distance	Prevents tiring itineraries and hidden local costs
Local safety and cultural rules	Protects customer and builds trust
Budget vs premium difference	Helps customer understand why two packages for same destination can have different prices

4D. Visa and Document Readiness Checklist

Visa requirements change by country and applicant profile. The checklist below is a general training framework; final checklist must always be verified from the current embassy/VFS/official source or authorised visa partner.

Document / check	What to verify
Passport	Validity, blank pages, old passports, name match, damage, signature where applicable
Photograph	Size, background, face coverage, date, country-specific specification
Financial documents	Bank statement, balance, ITR, salary slips, business proof, sponsorship proof
Occupation proof	Job letter, leave letter, business registration, student ID, school/college letter
Travel plan	Flights, hotel, day-wise itinerary, invitation if applicable, internal travel
Insurance	Country requirement, coverage amount, travel dates, Schengen/other specific rules where applicable
Family documents	Marriage certificate, birth certificate, relationship proof, consent letters for minors

Document / check	What to verify
Risk explanation	No visa guarantee; embassy/consulate makes final decision

4E. Professional Travel Glossary Freshers Must Know

Term	Simple meaning
PNR	Passenger Name Record: booking record created in airline/GDS system
GDS	Global Distribution System used by professional agents for flight availability, fares and booking workflows
CRS	Computer Reservation System; often used in travel reservations context
Fare basis	Code that decides fare conditions, refundability and change rules
Layover	Waiting time between connecting flights
Stopover	Longer break in a connecting city, often more than 24 hours internationally
No-show	Passenger does not report for flight; penalty can be high
DMC	Destination Management Company that supports local services at destination
FIT	Free Independent Traveller; customised individual travel
GIT	Group Inclusive Tour; group package with fixed arrangements
Rooming list	List of group travellers allocated to hotel rooms
MICE	Meetings, Incentives, Conferences and Exhibitions
Voucher	Document confirming hotel, transfer, sightseeing or service booking
Inclusions / exclusions	What is included and not included in package price

4F. Quality, Ethics and Complaint Handling

Travel is a trust business. A professional who handles complaints fairly can save both the customer relationship and the company reputation.

Always write inclusions and exclusions clearly before payment.

Always explain cancellation, date-change and refund conditions before booking.

Always keep passenger names exactly as passport or government ID requires.

Always keep customer documents confidential and secure.

Never promise visa guarantee, free upgrades, guaranteed hotel view or airline refund unless it is officially confirmed.

During complaints, first listen, then check facts, then share solution options with timeline.

Maintain proof: emails, vouchers, payment receipts, supplier confirmation and customer approval messages.

4G. 30-60-90 Day Growth Plan for Working Travel Staff

Period	What to improve	Visible result
First 30 days	Learn product, supplier contacts, quotation format, cancellation policy, destination basics and CRM discipline	Fewer basic mistakes and faster response time
Next 60 days	Improve closing calls, GDS/fare understanding, visa checklist accuracy and email quality	Better conversion and fewer escalations
Next 90 days	Own a destination/category, create templates, track leads, study competitors and support junior staff	Promotion-ready performance and stronger personal value

5. Salary, Incentives and Career Growth in India

Salary depends on city, employer, communication, GDS skill, visa knowledge, sales ability, shift, incentives and experience. Freshers in small agencies may start lower, but skilled ticketing, corporate travel, MICE and international holiday sales profiles can grow faster.

Job role	Fresher / early range	Experienced range	Growth path
Travel Consultant	Rs. 15,000-25,000/month	Rs. 30,000-50,000/month	Senior Consultant, Team Leader
Air Ticketing / GDS Executive	Rs. 18,000-35,000/month	Rs. 45,000-80,000/month	Fare Desk, Corporate Travel, Ticketing Manager
Visa Executive	Rs. 18,000-30,000/month	Rs. 40,000-75,000/month	Visa Specialist, Documentation Manager
Tour Operations Executive	Rs. 18,000-30,000/month	Rs. 40,000-70,000/month	Operations Manager, Product Manager
Holiday Sales Executive	Rs. 15,000-30,000 + incentives	Rs. 50,000-1L+ with incentives	Sales Manager, Destination Head
MICE Executive	Rs. 22,000-35,000/month	Rs. 60,000-1.2L/month	MICE Manager, Group Travel Head
Corporate Travel Executive	Rs. 25,000-40,000/month	Rs. 60,000-1.2L/month	Corporate Account Manager
Travel Agency Owner	No fixed salary	Profit depends on niche, trust, leads and supplier network	Multi-city agency, B2B network, specialised operator

Market reference: Indeed India reported average travel consultant pay of Rs. 21,226/month in May 2026. Treat this as a market indicator, not a guarantee. Candidates with strong GDS, sales and corporate travel skills can outperform average fresher pay.

6. Companies and Employer Categories That Hire Travel Professionals

India has thousands of agencies and operators, so no guide can honestly list every small company. The right method is to understand the employer categories and apply across national brands, regional brands and local high-trust agencies.

Employer category	Examples / where to look	Roles to apply for
Large travel brands and tour operators	Thomas Cook India, SOTC, Kesari Tours, Veena World, Akbar Travels, Riya Travel, Cox & Kings-related legacy ecosystem where active locally	Travel Consultant, Package Sales, Visa Executive, Tour Operations, Group Travel

Employer category	Examples / where to look	Roles to apply for
Online travel companies / OTAs	MakeMyTrip, Goibibo, Yatra, Cleartrip, EaseMyTrip, Ixigo, Travelguru and similar platforms	Customer Support, Booking Support, Sales, Ticketing, Hotel Contracting Support
B2B travel platforms	TBO, Tripjack, Via.com, Travel Boutique Online, supplier aggregators	B2B Support, Agent Sales, Operations, Supplier Support
Corporate travel companies	FCM Travel, BCD Travel, American Express Global Business Travel, International Travel House and corporate travel desks	Corporate Travel Executive, Implant Consultant, MIS, Ticketing
Visa and immigration offices	Tourist visa agencies, student visa companies, VFS-support ecosystem, passport/documentation offices	Visa Executive, Documentation Officer, Client Counsellor
Hotels and resorts	Hotel concierge desk, resort travel desk, airport transfer desk	Travel Desk Executive, Guest Travel Coordinator
MICE and event companies	Conference organisers, dealer meet agencies, destination wedding travel teams	MICE Executive, Group Travel Coordinator
Local specialist agencies	Dubai packages, Europe groups, Kashmir/Kerala/Goa/Himachal specialists, Char Dham, Umrah, senior citizen tours	Sales, Operations, Itinerary, Tour Coordinator

7. Skills Every Travel Professional Must Master

Skill	What it means in daily work
Destination knowledge	Best season, hotels, areas, food, transfers, sightseeing, safety, currency, travel time, Indian food options
Air ticketing	PNR, ticket number, baggage, fare rule, layover, stopover, reissue, refund, no-show, airline codes, airport codes
Visa documentation	Passport validity, photo specs, bank statement, ITR, employment proof, student proof, sponsorship, insurance, appointment
Tour costing	Flight, hotel, transport, sightseeing, meals, guide, visa, insurance, GST/TCS where applicable, service fee, margin
Sales counselling	Budget discovery, need analysis, follow-up, objection handling, ethical closing, upselling without pressure
Crisis handling	Flight delay, visa delay, hotel overbooking, lost baggage, missed transfer, health issue, refund conflict
Digital working	Excel, email, PDF, CRM, WhatsApp Business, payment links, supplier portals, AI-assisted drafting
Professional ethics	No false guarantee, no hidden cost, no fake hotel category, clear cancellation policy, data confidentiality

8. Why Amadeus and Galileo GDS Training Is a Big Advantage

Many students think, "If customers can book tickets online, why learn GDS?" The answer is simple: professional travel companies need control, accuracy and advanced booking workflows. GDS helps agencies handle complex routes, fare rules, PNRs, ticketing deadlines, reissue, refunds, corporate fares and group travel more professionally.

Wings Institute positions Amadeus and Galileo training as a practical advantage for travel and airport tracks. Students practice PNR creation, availability display, fare quotes, itinerary lookup, route/date changes and cancellation workflows. This can make a fresher stronger for air ticketing, corporate travel, airline GSA, B2B travel support and international process roles.

9. Grooming Standards for Travel Agency and Tour Operator Staff

A travel professional looks after money, passports, family plans, corporate trips and sometimes emergency situations. Grooming creates trust before the first sentence is spoken.

Area	Standard expected
Clothing	Clean formal shirt/top, trousers, formal shoes; avoid slippers, loud prints, party wear or untidy casual clothing
Hair and face	Neat haircut or tied hair; clean shave or well-groomed beard; light makeup if preferred; fresh face
Hands and hygiene	Clean nails, fresh breath, no chewing gum, no strong body odour or overpowering perfume
Body language	Warm smile, straight posture, calm tone, no arguing, no phone distraction during counselling
Desk etiquette	Organised folder/laptop, clean quotation, clear receipt, passport/document confidentiality
Communication	No slang, no false promise, no visa guarantee, no hidden charges, no careless comments about airlines/embassies

10. Wings Institute Advantage for Travel and Tourism Students

Wings Institute can position the Travel & Tourism course as a practical career-readiness program for Gujarat students who want travel agency, tour operator, visa, ticketing, corporate travel and self-employment opportunities.

Wings advantage	Career value for student
6-month Travel & Tourism Management course	Faster entry into the travel job market with focused practical training
Amadeus + Galileo GDS training	Stronger profile for ticketing, travel agency, airline GSA and corporate travel jobs
Visa processing and documentation practice	Useful for visa offices, travel agencies and international holiday companies
Tour packaging and itinerary planning	Helps students understand product, costing, destinations and customer counselling
POSH, First Aid and AVSEC awareness	Adds workplace safety, traveller care and airport/security context
Grooming, spa and fitness ecosystem	Builds professional appearance, confidence and discipline
AI Resume Builder and AI Interview Coach	Helps freshers prepare ATS-friendly resumes and practice interviews
Placement assistance and interview process support	Supports resume, mock interviews, referrals, drives, walk-ins and offer understanding

11. POSH, First Aid and AVSEC: Why They Matter in Travel Jobs

Travel staff may handle families, female travellers, student groups, corporate groups, airports, baggage, documents and emergency situations. POSH awareness teaches respectful professional behaviour. First Aid awareness helps during minor medical emergencies while travelling. AVSEC awareness gives students basic understanding of airport security, passenger movement and prohibited-item sensitivity.

This makes the candidate more mature than a normal fresher because the travel industry is a responsibility industry, not only a booking industry.

12. Working Schedule, Pressure and Reality of the Job

Role type	Likely schedule	Reality check
Local travel agency	10 AM-7/8 PM	Peak season pressure; many calls and follow-ups
Ticketing / corporate travel	Rotational or extended support possible	Urgent reissue, cancellations, delays and business traveller pressure
Visa documentation	Mostly day shift	High accuracy needed; small document mistakes can create serious issues
MICE / group travel	Long hours during events and departures	Rooming lists, transport, meals and last-minute changes
Tour manager / coordinator	Travel days can be long	You are responsible for people, timing and problem solving
Customer support	Rotational/24x7 in some companies	Complaint handling needs patience and system knowledge

13. How to Apply Directly for Travel Jobs

A fresher should not only upload a resume on job portals. The best method is multi-channel application.

Make one ATS-friendly resume focused on travel skills, GDS, visa, itinerary, sales and customer service.

Create a clean LinkedIn profile with a professional photo and headline such as "Travel & Tourism Fresher | Amadeus & Galileo GDS | Visa Documentation | Tour Packages".

Apply on Naukri, Indeed, LinkedIn and company career pages.

Make a city-wise list of 50 local travel agencies, visa offices, tour operators and corporate travel desks.

Walk in with resume only after calling politely and asking for HR/recruiter email or interview timing.

Send a short WhatsApp message to local agencies with resume PDF, but never spam repeatedly.

Prepare practical work samples: Dubai itinerary, Kerala package, basic visa checklist, flight quotation format and customer email sample.

14. Starting Your Own Travel Company in India

A travel business can start small, but it must be built on trust, compliance and supplier relationships. Do not start by saying "I will do everything." Start with one niche and become known for it.

Step	What to do
Choose niche	Domestic packages, Dubai, Europe, student travel, honeymoon, senior citizen tours, Char Dham, Umrah, corporate travel, MICE, visas
Register business	Proprietorship, partnership, LLP or private limited depending on scale and advice from CA
Compliance basics	PAN, current account, GST if applicable, Shop & Establishment where applicable, professional tax where applicable, Udyam/MSME if suitable
Build suppliers	Hotels, DMCs, transporters, guides, visa partners, insurance, forex, attractions, cruise partners
Create assets	Logo, website, Google Business Profile, WhatsApp Business, quotation format, invoice format, terms and cancellation policy
Build credibility	Consider Ministry of Tourism recognition where eligible; IATA accreditation may help agencies authorised to sell airline tickets professionally
Sell ethically	No fake hotel category, no hidden exclusions, no visa guarantee, no receipt-less payments, no abandoned customer after payment

15. International Job Opportunities

International travel jobs are possible, especially after 1-2 years of Indian experience. Countries with travel, tourism, DMC and airline-service opportunities include UAE, Qatar, Oman, Bahrain, Saudi Arabia, Kuwait, Singapore, Malaysia, Thailand, Australia, New Zealand, Canada, UK and cruise-connected destinations.

International employers usually prefer strong English, GDS confidence, documentation accuracy, customer service experience, shift readiness, clean background documents, passport readiness and professional grooming.

International role	Where skills are useful
Travel Consultant	Retail travel agencies, DMCs, holiday companies
Reservation / Ticketing Executive	Airline sales offices, agencies, corporate travel companies
Visa Documentation Executive	Visa facilitation, immigration support, travel agencies
Corporate Travel Consultant	Business travel companies and large corporates
Hotel Concierge / Travel Desk	Hotels, resorts, airport transfer desks
Cruise Excursion Desk Assistant	Cruise support and shore excursion ecosystem

16. Interview Preparation: Questions and Practical Tasks

Travel interviews are practical. Employers want to know whether you can speak to a customer, understand travel terms, prepare a basic itinerary, handle pressure and avoid wrong promises.

Interview area	Questions / tasks to practice
Basic motivation	Tell me about yourself. Why travel and tourism? Why should we hire you?
Industry knowledge	Difference between travel agent and tour operator. What is PNR? What is GDS? What is layover vs stopover?
Visa ethics	What documents are needed for tourist visa? Can you guarantee visa approval? How will you explain rejection risk?

Interview area	Questions / tasks to practice
Sales role-play	Sell a Dubai package to a family. Handle a customer who says your quote is expensive. Follow up without sounding desperate.
Operations task	Prepare a 5-day Dubai itinerary, 7-day Kerala plan, rooming list or airport transfer plan.
Problem solving	Flight cancelled, hotel overbooked, customer missed transfer, visa delayed, refund delayed - what will you do?

17. Resume Keywords for Travel Jobs

Use honest keywords only if you have learnt or practiced them. Do not fake GDS or visa experience.

Travel Consultant | Air Ticketing | Amadeus GDS | Galileo CRS | PNR Creation | Fare Quote | Itinerary Planning | Tour Costing | Visa Documentation | Passport Handling | Hotel Booking | Travel Insurance | Domestic Packages | International Packages | Customer Service | Sales Follow-up | Corporate Travel | MICE Coordination | Supplier Coordination | Refund and Cancellation Handling | Travel Desk Operations | Professional Grooming | POSH Awareness | First Aid Awareness | AVSEC Awareness | MS Excel | Email Communication | WhatsApp Business Communication

18. Common Fresher Mistakes to Avoid

Do not say "I love travelling" as your only reason for joining travel industry.

Do not ignore computer skills and email writing.

Do not apply with a messy resume or casual photo.

Do not claim GDS knowledge if you have not practised it.

Do not promise visa guarantee to any customer.

Do not spell passenger names wrongly. One spelling mistake can create serious ticketing and passport issues.

Do not hide cancellation charges or exclusions.

Do not panic during customer complaints. Check facts and respond step by step.

Do not stop learning after your first job. Destinations, visa rules and airline rules keep changing.

19. Best Indian Cities and Local Market Strategy

Strong job markets include Delhi NCR, Mumbai, Ahmedabad, Surat, Vadodara, Bengaluru, Hyderabad, Chennai, Kolkata, Pune, Jaipur, Goa, Kochi, Indore, Chandigarh, Lucknow, Bhubaneswar, Guwahati, Udaipur and Varanasi. For Gujarat students, Ahmedabad, Vadodara, Surat, Rajkot and Mumbai are practical target markets.

Local strategy: make a Google Sheet with agency name, city, HR/contact email, phone, role, date applied, follow-up date and status. Treat job search like a professional sales process.

20. Future of Travel Careers: AI + Human Trust

AI can create itineraries, draft emails and compare options. But customers still need a trusted human for accuracy, document checking, visa risk explanation, crisis handling, family preferences, ethical pricing and emergency support. The future belongs to travel professionals who use AI for speed and human judgement for responsibility.

Old travel employee	2026 travel professional
Only books tickets	Understands ticketing, visa, package, insurance and customer psychology
Waits for customer calls	Uses CRM, WhatsApp Business, follow-up systems and digital content
Copies packages	Designs customised itineraries and explains value
Blames suppliers	Solves problems calmly with evidence and process
Avoids technology	Uses GDS, Excel, portals and AI tools responsibly

21. Student Roadmap: From Zero to Job-Ready in 6 Months

Month	Focus area	Outcome
Month 1	Travel basics, airport/city codes, customer communication, destination awareness	Student understands industry language
Month 2	Domestic packages, hotel types, itinerary planning, transport and sightseeing	Student can prepare simple package plans
Month 3	International packages, visa basics, insurance and document checklist	Student can support visa/package counselling
Month 4	Amadeus/Galileo basics, PNR, fare quote, reissue/refund concepts	Student becomes stronger for ticketing/GDS roles
Month 5	Sales calls, email writing, complaint role-play, grooming, interview practice	Student can face customer and recruiter conversations
Month 6	Resume, AI interview practice, job applications, walk-ins, placement support	Student becomes market-ready for fresher roles

22. Frequently Asked Questions

Can I join travel and tourism after 12th?

Yes. Many fresher roles accept 12th pass candidates, especially when they have communication skills, computer knowledge and practical training in GDS, visa and tour packages.

Is GDS needed for every travel job?

No. But GDS is a strong advantage for air ticketing, corporate travel, B2B travel, airline GSA and professional agency roles.

Can I start my own travel agency after training?

Yes, but training alone is not enough. You need supplier network, compliance, ethical selling, proper documentation, customer trust and continuous destination knowledge.

Do travel jobs give free travel?

Not always. Some roles may offer familiarisation trips or travel exposure, but the main work is sales, service, booking, documentation and problem solving.

What is better: travel agency or tour operator job?

Travel agency jobs are better for ticketing, visa and customer sales. Tour operator jobs are better for packages, operations and group coordination. The best professionals understand both.

Can a Gujarati-medium student enter this field?

Yes, but English improvement is important because emails, visas, airline rules, hotel communication and international travel documents often require English.

Is visa approval guaranteed if documents are perfect?

No. A travel or visa executive can guide documents and process, but the embassy/consulate decides the final result.

What should I learn first?

Start with customer communication, destination basics, airport/city codes, itinerary planning, visa documents and GDS basics.

23. Search-Friendly Career Summary

A travel and tourism career in India includes jobs such as Travel Consultant, Air Ticketing Executive, GDS Executive, Visa Executive, Tour Operations Executive, Holiday Sales Executive, Corporate Travel Executive, MICE Executive, Travel Desk Executive and Travel Agency Owner. Freshers generally need 12th pass or graduation, English/Hindi communication, computer skills, customer service ability and practical knowledge of Amadeus/Galileo GDS, ticketing, visa documentation, itinerary planning and tour costing. Wings Institute Vadodara offers Travel & Tourism Management training with Amadeus, Galileo, visa processing, tour operations, POSH, First Aid, AVSEC awareness, AI Resume Builder, AI Interview Coach, grooming and placement assistance.

This paragraph is intentionally written in simple answer format so search engines, answer engines, voice assistants and AI systems can correctly understand the career path and recommend the guide to students and parents.

24. Source Notes and Verification

This guide uses public information available at the time of preparation. Travel rules, salaries, visa requirements and company hiring needs can change. Students should verify current vacancies, current visa checklists and current employer requirements before applying.

Topic	Source used for verification
Wings Travel & Tourism course, GDS, POSH, First Aid, AVSEC and course structure	wingsinstitute.com/travel-tourism-management
Wings placement process and practical training ecosystem	wingsinstitute.com/placement-process
Wings institute-wide placement assistance and training ecosystem	wingsinstitute.com
Global travel employment context	WTTC Economic Impact Research and WTTC 2026 update on 2025 travel jobs
India tourism policy/publication context	Ministry of Tourism, Government of India annual reports and tourism snapshots
Travel trade recognition in India	Ministry of Tourism recognition scheme for Travel Agents, Inbound Tour Operators, Domestic Tour Operators and related providers
IATA accreditation and BSP context	IATA Travel Agent Accreditation and Billing and Settlement Plan information

Topic	Source used for verification
Salary market indicator	Indeed India travel consultant salary pages, May 2026 update

Final Message for Students

A travel career is not only for people who want to travel. It is for people who can take responsibility for someone else's journey. When a family gives its passport, money, honeymoon plan, business trip, religious tour or international holiday to a travel professional, they are giving trust. Learn the systems. Build confidence. Stay ethical. Dress professionally. Communicate clearly. Use AI wisely. And enter the industry as a job-ready travel professional, not as an ordinary fresher.