

Introducing the youth in the travel sector

With the arrival of instant booking and a host of other disruptive mobile technologies in the travel sector, you might have thought that by now, travel agents would have become extinct. The old image of the travel agent with their Stepford Wives-style travel brochures is indeed a relic of the past, but the vast majority of travel agents today have kept up with the times and are reclaiming their space in the industry.

According to the Association of Southern African Travel Agents (ASATA), the modern travel agency has evolved into a dynamic hub for young travel professionals who have become leaders in their field, promoting #TravelwithPeaceofMind.

To get to know who these fresh-faced professionals really are, we interviewed three up-and-coming travel professionals who have already made their mark in the industry for #YouthMonth:



Natasha Peixoto

Natasha Peixoto (28), Graphic Designer, Cruises International

Described as a team player who excels in the creative sphere, Peixoto's enthusiasm for travel and cruising shows in her work. She is keen to enhance her skill sets, which is why she embarked upon an online marketing course in her spare time.

How do you think travel is going to evolve in the next few years?

Travel is always top of mind for millennials, as they are part of a generation that values experiences over assets. To reach this growing demographic of travellers, travel agents will continue to maintain their space in the online sphere.

Digitalisation is here to stay: travel agents will continue to work online as much as possible as it will allow them to remain relevant. In my eyes, working online will increasingly empower the travel agents and the travel

industry.

Why should travellers go through a travel expert instead of doing it all on their own?

Going through an accredited travel agent eliminates a lot of the stress you can typically experience while planning a trip, which can have a negative effect on how you see travelling as a whole. If you have a great travel experience from start to end, it will encourage you to want to start planning your next trip right away.

What advice would you give other young professionals thinking of working in the industry?

This is a great industry to work in! The opportunities to grow never stop as you become more of an expert in the field. I would suggest to anyone wanting to join the industry to keep an open mind to new experiences.

Joshua Craig Le-Grange (26), Corporate Processor, Club Travel Corporate

Joshua's calm nature allows him to take charge of problematic situations and his exceptional work ethic doesn't go unnoticed by his Club Travel Corporate team. Described as being consistent, with an impeccable team spirit, he continuously impresses clients with his quick turnaround times and quality of work.



Joshua Craig Le-Grange

How do you think travel is going to evolve in the next few years?

Travel is an ever-growing industry, especially within the online space. With so much information being easily accessible, travellers are going to become even more clued-up. They'll know exactly what they want before they have even contacted a travel expert. There will be more brand loyalty instead of shopping around.

Why should travellers go through an agent instead of doing it all on their own

Travellers should use agents because of that 'extra-human' element. We build relationships, which means that if things go wrong, we can help rectify any situation quickly and efficiently. We are the experts in our field, so we have in-depth information that can be very useful. Rather than doing it alone, turn to a travel agent who will help you save time and money and who will deliver value.

What advice would you give other young professionals thinking of working in the industry?

"If you love your job, you'll never work a day in your life." This is definitely true in this industry. The biggest misconception is that working in travel means that you will travel a lot, but that's not always the case. Overall, the perks include learning a lot and being exposed to plenty of opportunities to grow and improve your skills professionally. I have been working in the industry for three years now, and feel like I have only just scratched the surface.



Kara Weinstein

Kara Weinstein (28), travel consultant, Harvey World Travel

Described as an outstanding young lady with a warm personality, Kara has been at Harvey World for seven years. From an inexperienced junior consultant, she has become a confident senior consultant who is always willing to go the extra mile.

How do you think travel is going to evolve in the next few years?

Travel is going to become a lot busier, especially for us travel agents, and we will be dealing with more online enquiries than ever before. Travellers also won't be carrying wallets with their travel documents anymore; it will all be digital and electronic. I firmly believe people will still use travel agents because they'll look for that added personal touch.

Why should travellers go through an agent instead of doing it all on their own?

It's important to go through a travel agent who is accredited as you'll get a trusted, personalised service, which can come in handy especially if there are any problems, last minute bookings or changes that need to be done.

What advice would you give other young professionals thinking of working in the industry?

I would say: Go for it! It's an awesome industry full of fun, new experiences and you'll learn so much about different destinations. You have to work hard in this industry, but it's so rewarding in the end. As a travel consultant, you'll get to make your clients' dreams a reality. There's nothing better than that!

For more, visit: <https://www.bizcommunity.com>