

TravelAgent360 | Engage





Samara, Travel Agent



Military families make immense sacrifices for our country, yet military spouses experience an **unemployment rate of nearly 30%**. Supporting military families is a top priority.

Nearly **two-thirds** of military families “experienced stress due to their current financial situation” and “37 percent feel insecure about their financial future.”

- Military families report difficulty making ends meet at **twice the rate of civilian families**,
- and more than **half of the families** in the report said the main reason for that difficulty is that the family’s nonmilitary partner had struggled with unemployment or underemployment.

30%
Rate

50%
making ends
meet

Active Duty Military Spouses

“I am now an accredited travel agent working from home, no matter where we are stationed.”
(Active duty Army spouse)



- E-based portable jobs & transferrable skill sets
- Realistic & Sustainable Career Choice
- Removes the ‘job-gap’ from work history
- Wage increases after 90 days, significantly after one year
- Virtual training and home-based work
- Increases identify, income contribution, and mental health
- Reduces frustration associated with job-hopping and non-career opportunities



High-Demand

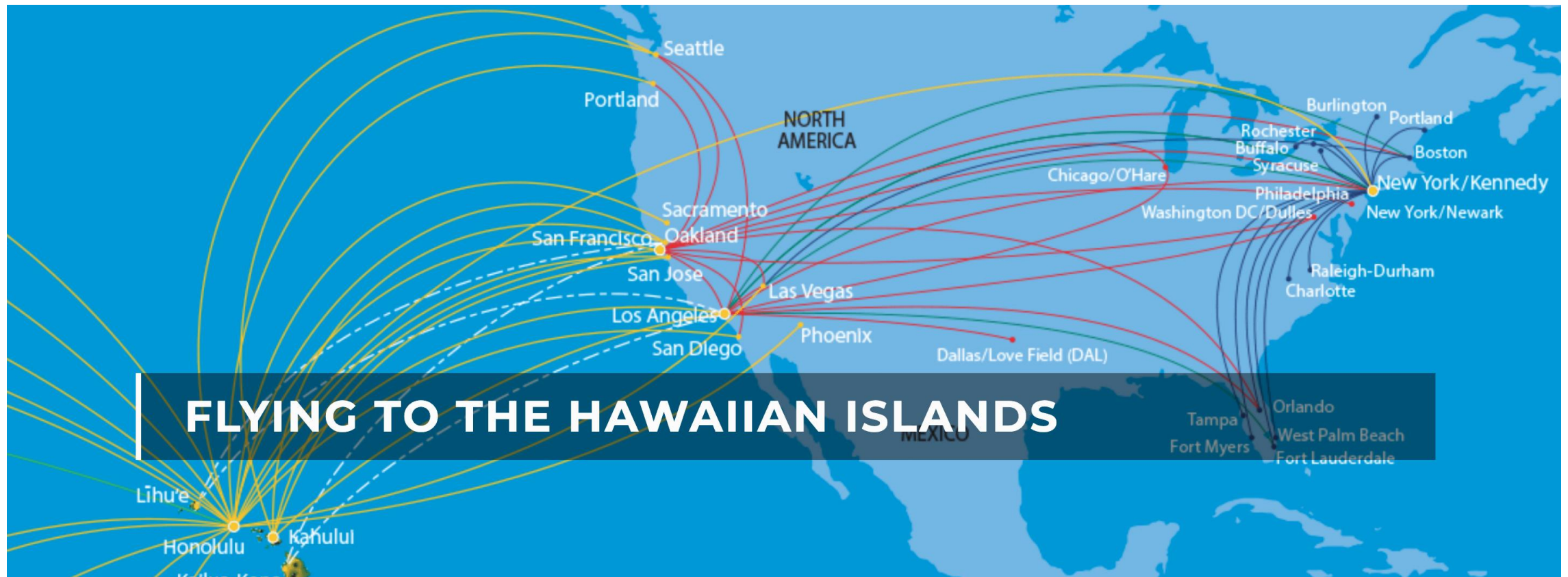
The travel industry can't grow without talent: Labor gaps are not new to travel, but the magnitude of the current workforce shortage certainly is.

- In 2009, the US Bureau of Labor Statistics estimated 353,000 job openings across the leisure and hospitality sector.
- As of 2018, with the travel industry surging, that number swelled to 1,139,000.

 **In order for the industry to grow, it simply needs more talent.**

(Deloitte, 2019 US Travel and Hospitality Outlook).

The Spouse is a global presence



About TravelAgent360

- **Career Development & Training Company**
 - Parent Company, WorkReady360, LLC
 - EIN: 83-1041201
 - Dun & Bradstreet D-U-N-S® Number: 022167275
 - Virginia Registered Apprenticeship #: 10012747
 - Virginia Business License #: BLC-1001201632-02
- **Veteran-Owned Business | CEO, USMC Enlisted/Officer**
- **Accredited Travel Agency | ARC#: 09728003**
- **Previous funding from Virginia and Maryland WIOA**



Program Specifics

Our cornerstone 5-week **Military Spouse & Veteran Travel Agent** program certifies persons for an entry-level position as a corporate travel agent, event & conference planner, and customer support specialist.

Attendees will validate their knowledge, skills, and abilities in over 50 subjects related to the travel & hospitality industry and be certified as an **industry recognized travel agent**.

How it works: Attend & successfully complete the 5-week virtual training.

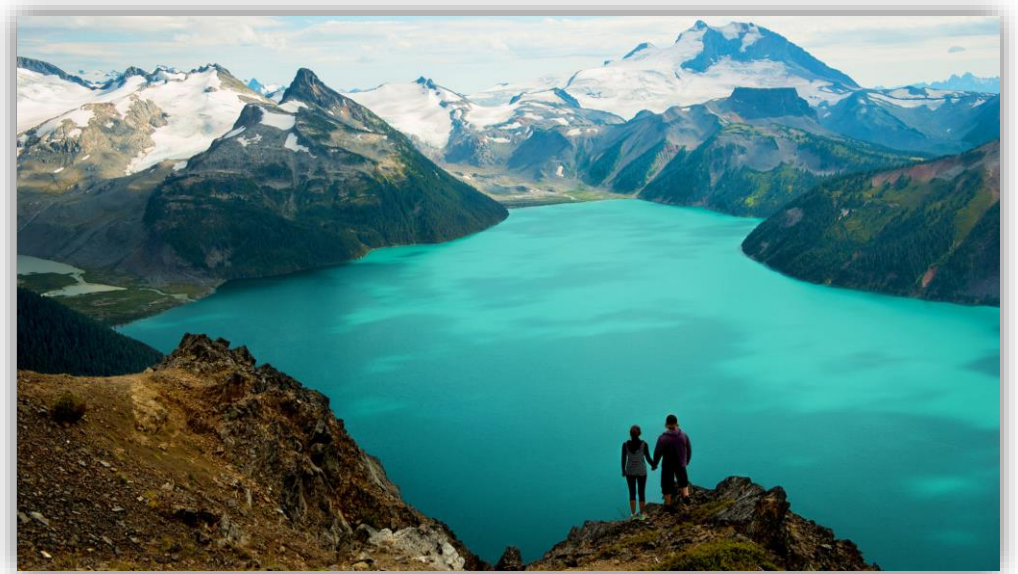
Schedule: 5 days per week, 2-4 hours per day (live and self-paced)

Job Pledge: Part/Fulltime & On-Demand Job placement



Program Success

- Since 2019 over 15 active & veterans have been training, and with three placed as part-time agents.
- Since 2019 over 40 non-military clients have taken training resulting in an increased employment opportunity and higher level of engagement with WFC career advisors.
- 100% engagement and completion of travel agent accreditation.
- Virginia ETPL Provider, Maryland custom program provider.
- Evidenced-based curriculum with 120-page workbook, virtual training w/ scenario-based lessons. OJT & Job Shadowing.



Module One

The Travel & Hospitality Industry

Module Two

Agent Career Opportunities

Module Three

Travel Agent Accreditations

Module Four

Travel Supplier Certifications

Module Five

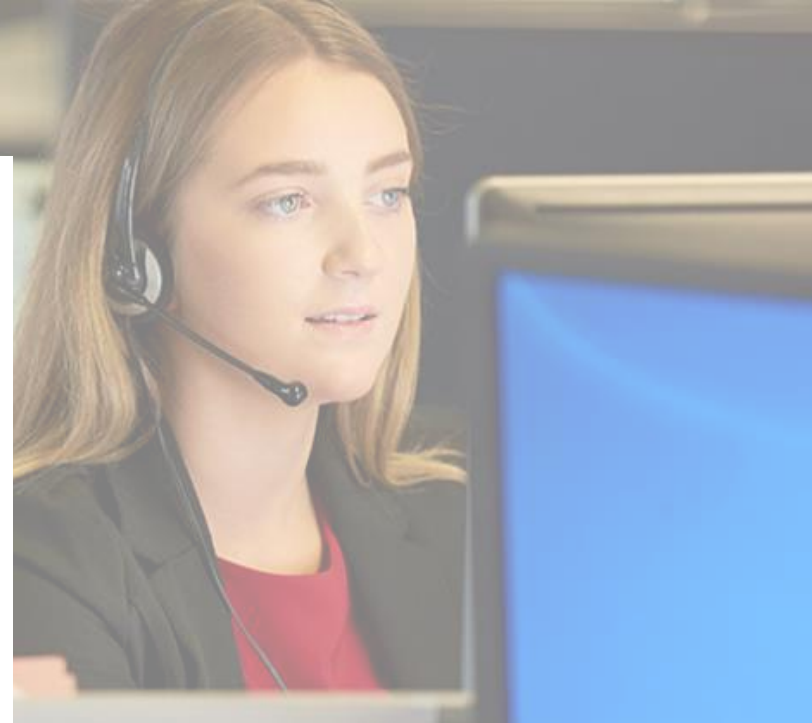
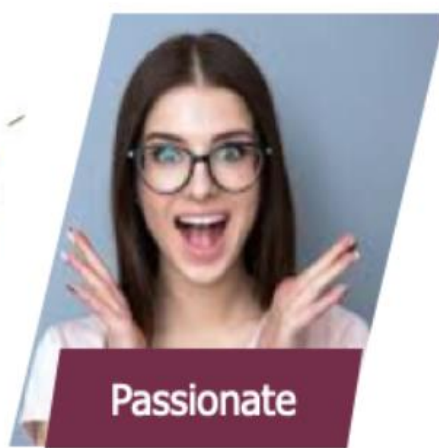
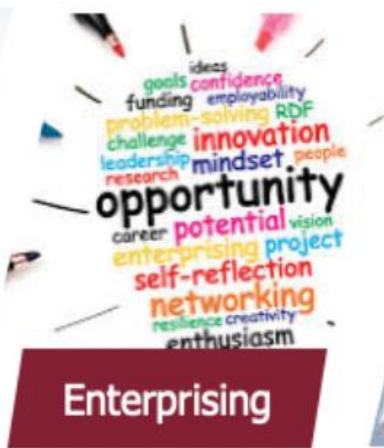
Marketing & Client Engagement

Module Six

Finding your Niche



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41-3041.00 - Travel Agents Interest Code/Profile: CSE

Plan and sell transportation and accommodations for travel agency customers. Determine destination, modes of transportation, travel dates, costs, and accommodations required. May also describe, plan, and arrange itineraries and sell tour packages. May assist in resolving clients' travel problems.

Sample of reported job titles: Auto Travel Counselor, Beach Expert, Corporate Travel Consultant, Destination Specialist, International Travel Consultant, Tour Coordinator, Tour Counselor, Travel Agent, Travel Consultant, Travel Counselor



WorkReady360 Resume

John Sample
JohnSample@gmail.com

Desired Occupation: Travel Agent.
Occupational Interest Profile: EC
Job Zone: 3

Client's Vocational Interest Profile: Enterprising, Artistic, Social (EAS)
Client's Workplace needs: Ability Utilization, Creativity, Responsibility
Years of related professional experience: >10
Current Job Zone: 4



ACT National Career Readiness Certification (Work readiness scores)

Cognitive Skill	Score*	Skilled for "% of Profiled Jobs	Maximum Skill Level
Applied Math	5	93%	5
Graphic Literacy	4	69%	4
Workplace Documentation	6	93%	5

Travelport Smartpoint Worldspan GDS Skill Certification

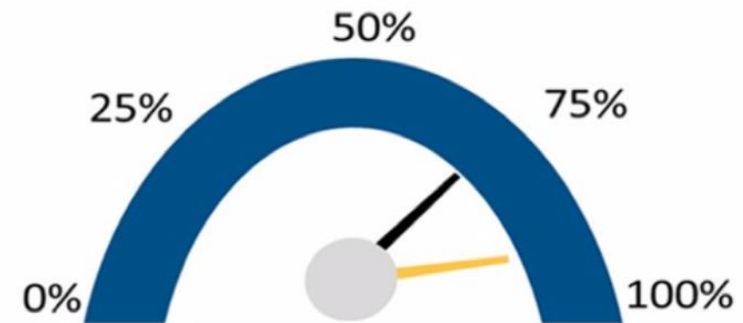
Travel Agent Skill	Level
Travelport Smartpoint Worldspan	Certified
Create, change, and retrieve PNRs	Entry
Quote and store air fares based on customers' needs	Entry
Locate and display information from Travelport Worldspan	Entry
Issue tickets and itineraries to meet customers' needs	Entry
Sell, modify, and cancel rental cars and hotel rooms	Entry
Cancel and replace air segment	Entry
Troubleshoot PNRs and get help using Travelport Worldspan tools	Entry

Industry Vocational & Skill Certificate Assessments

Industry Certification Assessment	Skill Level
Hospitality Associate	Strong Knowledge
Customer Service	Very Strong Knowledge
MS Office 2013 - Word	Very Strong Knowledge
Attention to Detail	Strong Knowledge

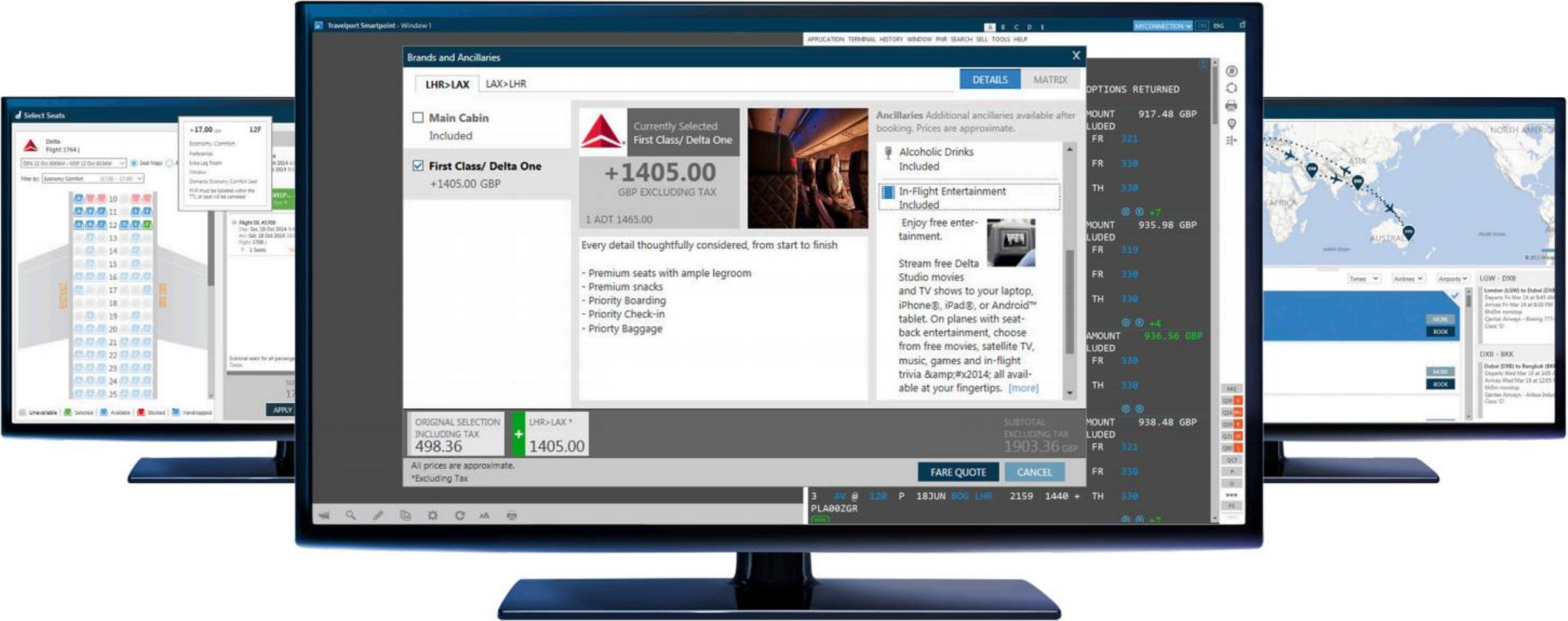
Skill Topics (soft/transferable)

Adaptability	100%
Basic Technology Skills (Windows, Internet, Email etc.)	80%
Customer Service Orientation	75%
Listening Skills	100%
Communication Skills	83%
Security Management	100%
Teamwork and Collaboration	100%





GDS Training



Big Sky Tours - Hawaii

Search

Build your vacation package

Customer Care
Should you need help at any time, please call 913-291-9194.
[Retrieve Reservation](#)
[FAQ](#)
[Contact Us](#)
Vacation packages provided by Blue Sky Tours

Recent Searches
Itinerary_1
DCA - HNL
\$2,623.72
12/4/2019-12/7/2019
Outrigger Reef Waikiki Beach Resort

Vacation Type
 One destination Multiple destinations

Vacation Details

Package Type
 Flight and Hotel Package Hotel Only Round-trip Air and Car
 Activities Only Hotel and Car

Departing from
Washington DC - Reagan National (DCA)

Going to
Select or search...

Depart date (mm/dd/yyyy) Wednesday 12/4/2019

Return date (mm/dd/yyyy) Saturday 12/7/2019

Rooms 1 **Adults** 2 **Children** 0
(Maximum # of passengers is 8)

Search **Hotels** **Flights** **Cars** **Add-ons** **Checkout**

Hotels in Hawaii, Honolulu, Oahu
Jan 13 - 16 2 travelers
Additional baggage charges may apply
Price for all travelers includes Hotel, Flights and Taxes and Carrier Imposed Fees.

Customize results


68 Hotels
[View these hotels on a map](#)

Hotel Name
Find


Price
\$1700 - \$3600

Rating
 ★★★★★ (5)
 ★★★★★ (23)
 ★★★★★ (31)
 ★★★★★ (5)

< 1-12 of 68 > Results 12 per page Sort by Preferred

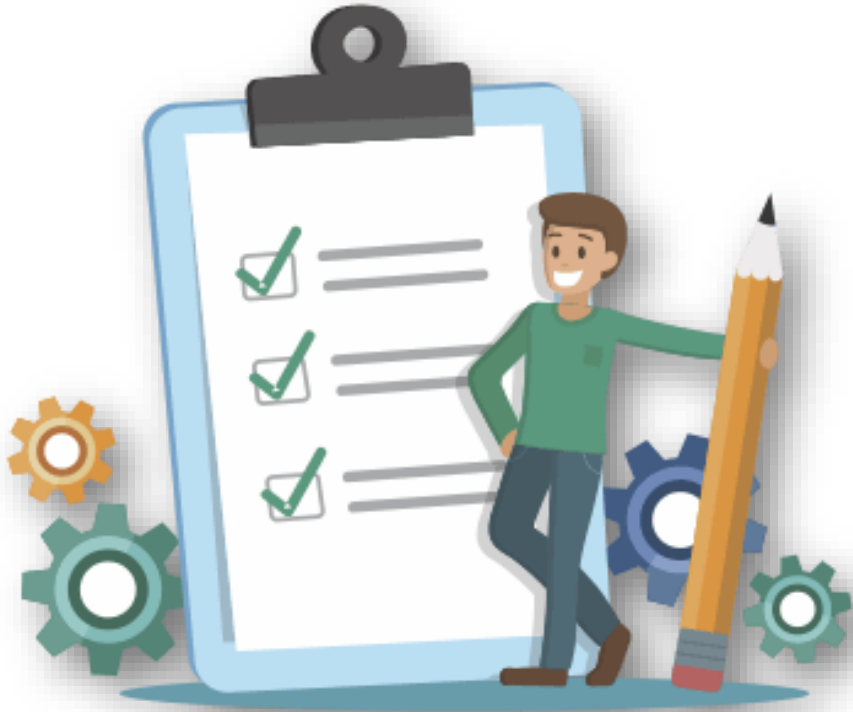
Outrigger Reef Waikiki Beach Resort ★★★★★

Preferred Hotel
Location: Waikiki Beach, 7.3 mi from airport (HNL)
Experiences: N/A
[Special Advanced Purchase Rates! Non-refundable Rate - No cancellations or changes allowed.](#)
[View All Promotions](#) | [View Included Values](#)

Current Hotel Selection
\$2,091
total package
\$1,046 per person
[VIEW...](#)

Alohilani Resort Waikiki Beach ★★★★★

Location: Across the street from Waikiki Beach, 8.2 mi from airport (HNL)

\$2,313
total package

Implementation



- Initial team meeting with Hawaii WFC Council to discuss program specifics and final approval
- Establish requirements for custom ‘beta’ training
- Coordination. with career advisors to ensure weekly updates of achievements.
- Identify five candidates and schedule informational/orientation (FAQs)
- Kick-off first day of program
- Success!



Thank you.

TravelAgent360 | FIND A CAREER. [FIND HAPPINESS.](#)