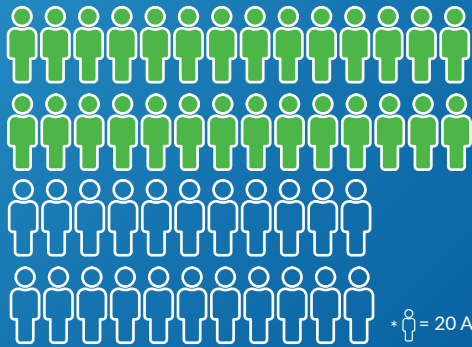


# The Modern-Day Travel Agent

## 3 Key Customer Service Skills

Out of **1,000** Working Solutions agents surveyed that took over **1,000,000** travel calls in 2018

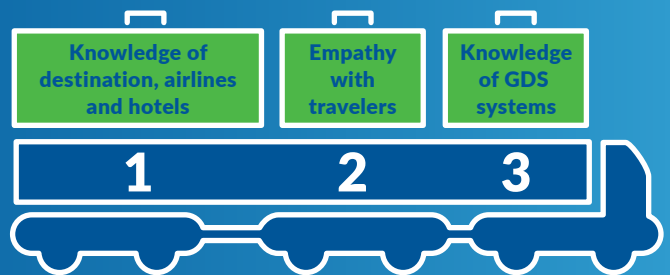


**56%**

of polled agents had **10 or more years of experience** in the travel industry.

**94%**

of travel agents believe to provide excellent customer service you need these **3 Key Customer Service Skills:**



**68%**

of Travel agents consider themselves to be **Travel Advisors** emphasizing their relational role.

Consumer use of travel agents has been on the **rise** for at least **five years** and is strongest with **Millennials**.<sup>1</sup>

### Resources

1. <https://www.forbes.com/sites/dougcollan/2017/08/17/now-more-than-ever-you-need-to-find-a-good-travel-agent/#649bbd43527d>