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# Reservation and Transportation Ticket Agents and Travel Clerks

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## Nature of the Work

Reservation and transportation ticket agents and travel clerks make and confirm travel reservations and sell tickets to passengers. They may check baggage and direct passengers to designated departure areas, or provide tourists with travel information, such as points of interest, restaurants, rates, and emergency services. Some work at transportation center ticket counters and travel offices, while others answer telephones and e-mail at reservation call centers or at individual properties. Most work a standard 40-hour week in locations that typically operate around the clock.

## Education and Training

Most workers in this occupation need only a high school diploma or its equivalent. Much of the training comes from company-sponsored programs where they learn about the company's reservation system and ticketing procedures and travel-related information.

## Job Outlook

### *Current and projected employment:*

2008 Employment .....	168,300
2018 Employment .....	181,900
Employment change.....	13,600
Growth rate.....	8%

**Employment change.** Employment of reservation and transportation ticket agents and travel clerks is expected to grow as fast as average. Increased use of online reservations systems and self-service ticketing machines will reduce the number of people necessary to provide these services.

**Job prospects.** Applicants for these jobs are likely to encounter competition in part because of the low entry requirements and good travel benefits offered by many companies in the travel industry. Employment opportunities may fluctuate with the economy which often has a strong impact on travel industry employment.

## Earnings

Median annual wages for reservation and transportation ticket agents and travel clerks were \$31,070 in May 2008.

## Related Occupations

- Hotel, motel, and resort desk clerks
- Receptionists and information clerks
- Travel agents

## Sources of Additional Information

The Occupational Information Network (O\*NET) provides information on a wide range of occupational characteristics. Links to O\*NET appear at the end of the Internet version of this occupational statement, accessible at <http://www.bls.gov/ooh/ocos135.htm>