

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · TRAVEL AGENT

1	Could you provide examples of customer service issues that you've successfully resolved?	1 2 3 4 5	
2	How familiar are you with the latest trends and technologies related to travel planning?	1 2 3 4 5	
3	Do you have any special skills or knowledge about different cultures or languages?	1 2 3 4 5	
4	How familiar are you with the different software systems for booking flights and hotels?	1 2 3 4 5	
5	Are you knowledgeable about the regulations, policies, and procedures of airlines/hotels/cruises?	1 2 3 4 5	
6	How would you plan a travel itinerary for luxury clients who want an exclusive trip tailored to their needs?	1 2 3 4 5	
7	What strategies do you use to stay current on changes in airline fares, routes, hotel rates, etc.?	1 2 3 4 5	
8	Are you familiar with the visa requirements for traveling to different countries?	1 2 3 4 5	
9	What techniques do you use to ensure that all travel arrangements are made accurately and within budget?	1 2 3 4 5	
10	How do you handle customer complaints regarding flight delays, cancellations, or lost luggage?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	

CRITERIA	SCORE (1-5)	NOTES
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.