



NTIA 2024

ENTRANT GUIDELINES
CATEGORY 02 – MOST OUTSTANDING
TRAVEL AGENCY MANAGER

GALA DINNER & AWARDS PRESENTATION
Saturday 26th October 2024

CATEGORY 02 – MOST OUTSTANDING TRAVEL AGENCY MANAGER

Please visit the ATIA website atia.travel/NTIA2024 to familiarise yourself with the Awards Process, including the Key Dates and Nominee, Finalist and Winner Determination.

STEP 1 – ENTRANTS TO SUBMIT A VIDEO SUBMISSION

The submission questions are as follows. Please ensure your responses relate to the qualifying period which is 01 July 2023 - 30 June 2024. The maximum score for each question is 10.

1. What strengths and skills do you bring to your role as a manager? (2mins)

- Be specific when listing your strengths and skills.
- Explain how these strengths and skills contribute to your role as a manager.
- Outline any significant achievements during the qualifying period as a result of these strengths and skills.

2. How have you displayed outstanding conduct? (2mins)

- Describe the ways you ensure your team provides value to their clients when booking and managing travel.
- Demonstrate how you manage your team to ensure a standard of quality in customer service.
- Provide evidence of team satisfaction.

3. What actions have you taken to enhance your professional development and support your team members? (2mins)

- Outline any professional development initiatives you have undertaken during the last 12months that have benefited your team.
- Outline your leadership values and demonstrate how you inspired, motivated, and supported your team.
- Explain how the overall team morale was strengthened because of your leadership.

4. How do you embrace ATAS in your role? (2mins)

- Summarise how ATAS is valued, respected, and incorporated in your role as a manager.
- Explain how you train your staff and ensure that they are familiar with the ATAS Code of Conduct.
- Explain how you raise awareness to your team and customers about the benefits of booking with an ATAS Accredited Agency.

5. Why do you believe you should be a NTIA Finalist? (2mins)

- Explain what makes you the outstanding travel agency manager.
- Provide a well thought-out and logical response.
- Articulate your response by substantiating any of the answers given above.

CATEGORY 02 – MOST OUTSTANDING MOBILE / HOME BASED TRAVEL ADVISOR

STEP 2 – FINALISTS TO ATTEND A VIRTUAL JUDGING INTERVIEW

The finalist interview questions are as follows. Please ensure your responses relate to the qualifying period which is 01 July 2023 - 30 June 2024. The maximum score for each question is 5.

1. Introduce yourself.

- Think of this as an elevator pitch about yourself. Provide details of your experience within the industry and why you are passionate about travel.

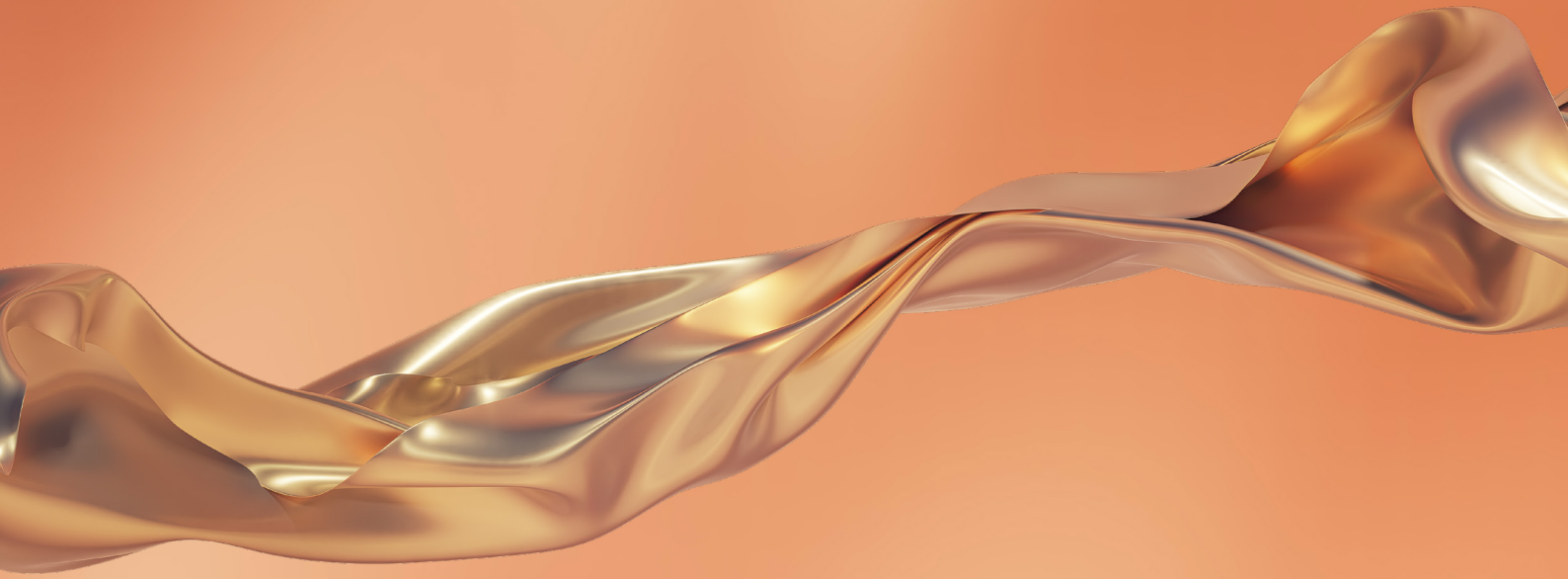
2. Provide an example of when your management skills contributed to the successful performance of the business / company.

- Examples can be growth in sales, turnover, revenue, marketing share, brand awareness, etc.
- Summarise the situation or context in which your skills came into play.
- Describe how your management skills were leveraged during this situation and any critical decisions that needed to be made.

3. In your opinion, what is the biggest challenge facing the travel industry in Australia?

- Identify the challenge, where could this have stemmed from, and what are some possible solutions?
- Scores will be awarded based on the finalist's ability to articulate a well thought-out and logical response to the question.

4 & 5 - Judges' choice questions.



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