



## **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](https://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 12 months 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 TRAVEL AGENCY MANAGER

### 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.**

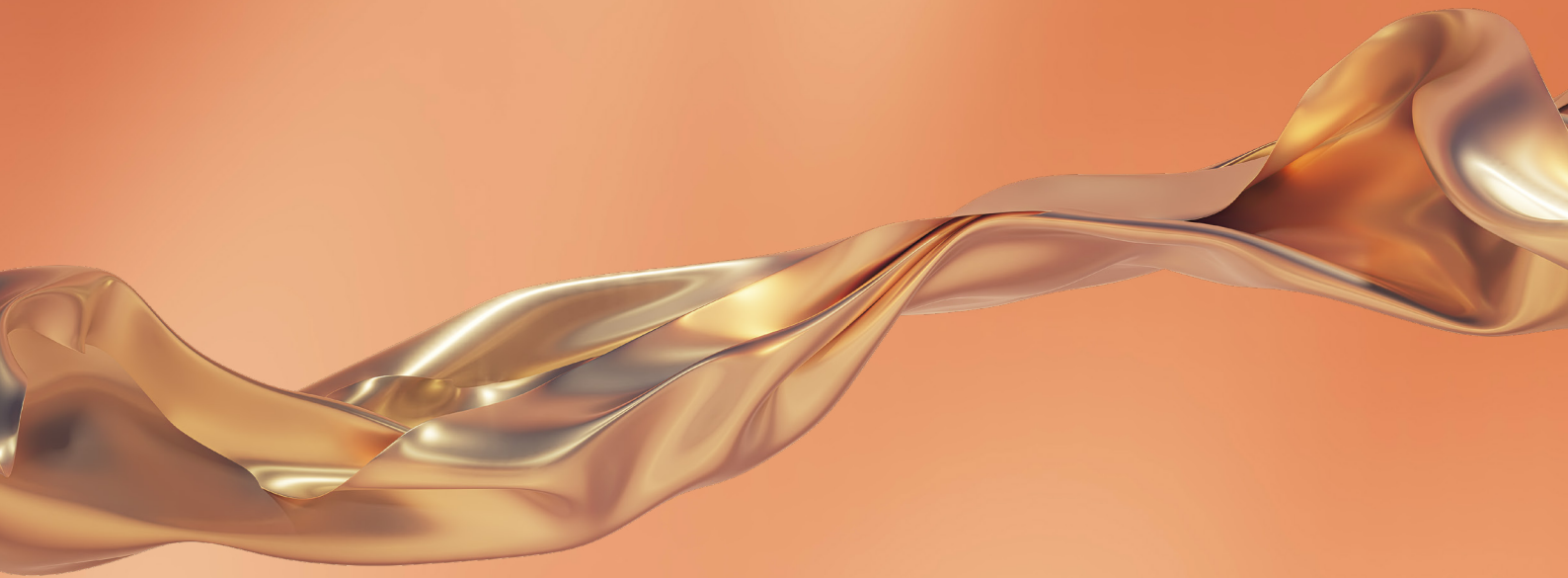
- Examples can be growth in sales, turnover, revenue, marketing share, brand awareness, etc.
- Summarise the situation or context in which your skills came into play.
- Describe how your management skills were leveraged during this situation and any critical decisions that needed to be made.

**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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