



July 29, 2026

Travel Intern, TICO Certified

Position Overview

Craig Travel is seeking an enthusiastic and motivated **Travel Intern** to join our team and gain hands-on experience in the group travel industry. This is an exciting opportunity for a student or recent graduate who is passionate about travel and looking to build foundational skills in travel operations, client service, and group coordination.

The Travel Intern will support our experienced team across sales, administration, and client communications, gaining exposure to all aspects of running a successful group travel company.

The Travel Intern will learn the Key Responsibilities: This position reports directly to the **Sales Manager**.

Qualifications

- **Currently enrolled in or recently graduated from a Travel, Tourism, or Hospitality program**

- Completed TICO Certification
- Strong written and verbal communication skills in English
- Strong organizational and time-management skills
- Ability to manage multiple tasks simultaneously
- Exceptional attention to detail and accuracy
- Eager to learn, self-motivated, and adaptable in a fast-paced environment
- Basic proficiency in Microsoft Outlook, Word, and Excel
- Professional and personable with strong interpersonal skills
- Ability to work both independently and as part of a collaborative team

Skills & Attributes: Successful candidates will demonstrate:

- Genuine interest in travel and the travel industry
- Ability to prioritize tasks and meet deadlines
- Strong customer service mindset and positive attitude
- Strong communication and relationship-building skills
- Willingness to learn and take initiative in a fast-paced environment

Key Responsibilities

Sales, Client Relations & Client Communications

- Support the sales team in responding to travel inquiries from prospective passengers.
- Learn to provide clients with information on itineraries, destinations, and travel arrangements
- Assist with administrative follow-up.



CRAIG CANADIAN GROUP TRAVEL LIMITED

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- Develop professional communication skills through client interactions and correspondence
Conduct follow-up calls under supervision and record outcomes of travel inquiries
- Prepare and distribute correspondence for booked passengers including tour mailing, invoices, travel information request, pre-departure materials

Product Knowledge

- Build a foundational understanding of Craig Travel products, systems, and procedures
- Learn about assigned tours, cruises, and destinations
- Research and compile background information for assigned groups including destination details, travel requirements, and health guidelines

Booking & Administration

- Process Booking using internal systems including Peak15.
- Assist in ensuring financial records are properly transmitted to the **TRAMS accounting system**
Support the preparation of invoices, documentation, and correspondence for assigned groups
Assist in processing client payments in accordance with company procedures
- Coordinate special travel requests including: (air arrangements, pre and post tour accommodations, trip extensions, cabin or service upgrades, other customized travel requests, etc.)
- Assist with providing pricing and options to clients and help update booking records as directed.
- Other responsibilities as needed.

Group Coordination

- Assist in preparing and maintaining group manifests and updating them as changes occur
- Support internal communications regarding group status through internal systems
- Assist with communications to group leaders regarding travel information and updates

Marketing Collaboration

- Help identify departures that may benefit from additional promotional support
- Support the Marketing team with campaigns, e-blasts, and promotions

Interested applicants are invited to submit a cover letter and resume to careers@craigtravel.com.

The intern will not confirm or sell travel services before obtaining TICO certification, and will work closely with the sales group coordinator for training, mentoring and coaching.