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**ENTRANT GUIDELINES**  
CATEGORY 02 – MOST OUTSTANDING  
TRAVEL AGENCY MANAGER

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GALA DINNER & AWARDS PRESENTATION  
Saturday 10th October 2026

## Category 02 – Most Outstanding Travel Agency Manager

### Step 1 – Nominees to Submit a Video Submission

Key things to remember

- We've outlined the recommended time allocation for each question below; your final video duration must not exceed 10 minutes.
- Your responses should relate to the qualifying period which is 01 July 2025 - 30 June 2026.
- Each question will be marked out of 10, then weighted according to the percentages listed below.

#### **1. What strengths and skills do you bring to your role as a manager? (2mins, weighted at 15%)**

- 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 30secs, weighted at 25%)**

- 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 30secs, weighted at 25%)**

- 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 ATIA Accreditation in your role? (2mins, weighted at 25%)**

- In what ways do you contribute to ATIA's vision of elevating industry standards?
- Explain how you train your staff and ensure that they are familiar with the Code of Conduct.
- Explain how you raise awareness to your team and customers about the benefits of booking with an ATIA Accredited Agency.

#### **5. Why do you believe you should be a NTIA Finalist? (1min, weighted at 10%)**

- 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.

## **Step 2 – Finalists to Attend a Virtual Judging Interview**

Key things to remember

- Each question will be scored out of 10 points.
- You will receive another score out of 10 for each of the following criteria: interpersonal communication, knowledge & content, structure of responses, quality of examples, and personal presentation.
- It is the finalists' responsibility to manage their time effectively to address the pre-set questions and judges' choice questions within the allocated time.

### **1. Introduce yourself.**

- Think of this as an elevator pitch about yourself. Provide details of your experience within the industry and your current role (for example, how long have you been in a managerial position, what is the size of the team you lead, and/or what is the scope of your responsibilities).

### **2. What steps have you have taken to build a high-performing team?**

- Were there any new ideas or processes that were introduced to support your team in achieving their goals? Highlight your team's achievements.
- Provide examples of when your management skills have contributed to the successful performance of the business.

### **3. Provide an example of a challenging leadership situation that you've faced and how you handled it.**

- What made this situation particularly challenging?
- What approach did you take and what was the outcome?
- In hindsight, was there anything you could have done differently?

### **4. Based on your experience, how can we attract more people to the travel industry?**

- What strategies would you suggest other managers to consider, to attract and retain talent.
- Scores will be awarded based on the finalist's ability to articulate a well thought-out and logical response to the question.

### **5. Judges' choice questions.**

