



Peter

Production Assistant at Billetkontoret

Present Job

- Company info:

Billetkontoret is a tour-operator and consolidator. We don't have direct contact with the end customer, but with over 300 travel agencies in Denmark (+ Norway and Iceland). We assist these agencies by:

- a) issuing plane tickets and vouchers for hotels, transfers, sightseeing tours, and package tours;
- b) advising travel agencies about hotels, destinations, and tours;
- c) producing tour itineraries, tour suggestions, and guided package tours
- d) producing tourism catalogues that agencies can display and through which they can sell tours and hotels; and
- e) make contracts with airlines, hotels and local tourism agents

- Duties:

I am working in two different departments; the hotel (or agent support) department and the production department. In the former, we are usually contacted by the travel agency when they have a customer request. In this department our main services are "a" and "b". In the latter the main duties are "c", "d", and "e", together with updating tourism product information, producing marketing layouts, negotiating contracts with local agents and hotels, and writing press releases and newsletters. My geographical area of expertise will be our products and contracts on Asia. Furthermore, I have been hired to incorporate ecotourism into some of our products.

In my job function, it is important to read the market and adapt our products to new tastes and tendencies. Likewise, it is important to have a basic knowledge about the tourism industry and theoretical and hands-on competences with tourism development. My Tourism studies at Aalborg University have given me these competences.

Previous Jobs

- Consultant at IHI (International Health Insurance)
Duties: Correspondence with hospitals worldwide regarding policy holder patients. Issuing 'Guarantees of Payment' to hospitals. Manage files and medical diaries from policy holders. Mostly administrative work.

- Research and Teaching Assistant at Aalborg University

Research Assistant:

Duties: To complete studies of knowledge dynamics within the tourism sector in Northern Jutland, Denmark. The studies include background research; qualitative interviews; the writing of two final reports in Danish and English, respectively; and presentation of results.

Teaching Assistant:

Duties: Teaching the course "Tourism Cultures & Intercultural Encounters" (7th semester), which is part of the international Master Degree in Tourism at Aalborg University. The course explores tourism and tourists from a sociological and an anthropological perspective. Duties involve preparing the pensum, teaching the course, and being responsible for the course examination.

Semester Projects

Master's Thesis

- *Novelty or Familiarity? Travel preferences and behaviours of Japanese university students*

Other projects

- *Ecotourism is...: Limitations of ecotourism in areas with limited resources with Ban Pao in North-East Thailand as an example*
- *Involvement of stakeholders in tourism development: linking citizen involvement with public-private partnerships*
- *The good experience: an analysis of experience offers to MICE tourists with point of departure in the experience economy*