



## BEHIND THE SCENES

### Agency owner/MD

**Name** Penny Spencer

**Role** Managing director, Spencer Travel

**Education** Queensland travel and tourism college - basic one month travel course

**Time in Job** 24 years in travel, eight years as boss of her own agency

**Top Tip** You have to love the industry, enjoy change and be prepared to learn something new everyday

Penny Spencer started her career in the travel industry 23 years ago.

After having a stint at nursing, Spencer decided the travel industry

was more her style. Having a love of dealing with people and a passion for travel, she decided to undertake a travel course.

While attending the course, Spencer worked for free stamping brochures at Adventure World in Brisbane, so she could get some experience. After finishing her course, the wholesaler employed her as a part time junior, or in those days a "Girl Friday".

From that day on Spencer has remained in the travel industry and now owns her own successful, award winning corporate travel agency in Sydney's Surry Hills – Spencer Travel.

"I knew from the day I started the travel course that I wanted to work my way up and own my own travel agency one day," she said.

After working in a few different areas of the industry, including wholesale and inbound, Spencer finally found her feet at World Travel Headquarters working in the

domestic corporate area.

Spencer progressed to assistant international consultant, then to a corporate international consultant dealing with her own clients. Finally in 1998 her dream came true and she opened Spencer Travel.

Eight years on, she now employs staff straight out of travel courses and trains them up through the ranks. Over 60 per cent of her staff have only ever worked for Spencer Travel, and she credits this with helping her agency win numerous awards. Her consultants are among the entrants in *Travel Week's* Select Awards.

Spencer no longer consults, but spends her time training staff and growing her business, as well as being an active member of the industry. ☺