Training course on Airline Ticketing and Reservations (Global Distribution Systems - GDS)

Professional Development Training Course Outline

Category	Tourism and hospitality	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In the intricate and fast-paced world of global travel, Airline Ticketing and Reservations, particularly through the mastery of Global Distribution Systems (GDS), remains a foundational and indispensable skill for travel professionals. Despite the rise of online consumer-facing platforms, the complexity of international itineraries, multi-segment journeys, corporate travel policies, and specialized fare rules necessitates the expertise of agents proficient in GDS. These powerful systems are the backbone of the travel industry, connecting airlines, hotels, car rental companies, and other travel service providers, enabling travel agents to search, book, and issue tickets with unparalleled efficiency and accuracy. For aspiring travel agents, agency managers, and corporate travel specialists, proficiency in GDS is paramount for accessing the broadest inventory, managing complex bookings, and providing value-added services that automated online tools cannot replicate. Failure to master these systems can limit access to crucial inventory, lead to costly errors, and hinder the ability to provide comprehensive travel solutions. Training Course on Airline Ticketing and Reservations (Global Distribution Systems - GDS) is meticulously designed to equip aspiring and current travel agents, corporate travel managers, airline reservation staff, and tourism professionals with the advanced theoretical insights and intensive practical tools necessary to excel in Airline Ticketing and Reservations (Global Distribution Systems - GDS). We will delve into sophisticated methodologies for flight search and fare construction, master the intricacies of booking, modifying, and canceling reservations within a GDS environment, and explore cutting-edge approaches to ticketing, reissuing, and refund procedures. A significant focus will be placed on understanding different fare rules, airline policies, and the crucial role of IATA regulations. Furthermore, the course will cover essential aspects of customer service in the context of reservations, troubleshooting common GDS challenges, and leveraging automation for enhanced efficiency. By integrating industry best practices, analyzing real-world booking scenarios, and engaging in hands-on GDS simulation exercises, attendees will develop the strategic acumen to confidently navigate the complexities of airline reservations, foster unparalleled accuracy and efficiency, and secure their position as indispensable professionals in the global travel industry.

Programme Curriculum

Training Course on Airline Ticketing and Reservations (Global Distribution Systems - GDS)

Introduction

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Course Objectives

Upon completion of this course, participants will be able to:

1. Analyze the fundamental principles and strategic importance of **Airline Ticketing and Reservations** in the travel industry.
2. Understand the architecture and functionality of **Global Distribution Systems (GDS)**.
3. Master core **GDS commands and entries** for flight availability, scheduling, and information retrieval.
4. Execute precise **Passenger Name Record (PNR) creation, modification, and management** within GDS.
5. Comprehend and apply various **fare rules, fare bases, and fare construction principles**.
6. Perform accurate **ticketing, reissuing (exchanges), and refund procedures** using GDS.
7. Navigate **airline policies, alliances, and codeshare agreements** for complex itineraries.
8. Develop effective strategies for **managing waitlists, seat assignments, and special service requests (SSRs)**.
9. Understand the role of **IATA regulations, ticketing authorities, and ARC/BSP processes**.
10. Apply principles of **customer service and communication** specifically for airline reservations.
11. Troubleshoot common **GDS errors and ticketing discrepancies**.
12. Explore **emerging technologies and automation** impacting airline reservations.

13. Position themselves as highly proficient and accurate professionals in **airline ticketing and GDS operations**.

Target Audience

This course is designed for individuals who work with or aspire to work with airline reservations and ticketing using GDS:

1. **Aspiring Travel Agents:** Seeking foundational skills for career entry.
2. **Existing Travel Agents:** Looking to refresh or deepen their GDS proficiency.
3. **Corporate Travel Managers/Coordinators:** Responsible for company flight bookings.
4. **Airline Reservation Agents:** Working directly for airlines.
5. **Tour Operators:** Managing flight components of packages.
6. **Hotel Front Desk Staff (with travel services):** Assisting guests with flight needs.
7. **Travel Agency Owners/Managers:** Overseeing ticketing operations.
8. **Hospitality and Tourism Students:** Focused on travel operations.

Course Duration: 10 Days

Course Modules

Module 1: Introduction to Airline Ticketing and GDS

- The Evolution of Airline Distribution: Manual to GDS.
- Role and Importance of GDS in the Global Travel Ecosystem.
- Overview of Major GDS Providers (Amadeus, Sabre, Galileo/Travelport, Worldspan).
- Key Terminology: PNR, Segment, Fare Basis, Itinerary.
- The Importance of Accuracy and Efficiency in Ticketing.

Module 2: GDS Navigation and Basic Commands

- Understanding the GDS Interface and Command Structure.
- Basic Sign-in and Sign-out Procedures.
- Displaying Airline Availability and Schedules (Flight Search Basics).
- Decoding Airline Codes, City Codes, and Airport Codes.
- Retrieving General Information and System Help.

Module 3: Passenger Name Record (PNR) Creation

- Essential Elements of a PNR: Name, Phone, Ticketing Arrangement.
- Adding Mandatory and Optional PNR Elements (Email, Address, SSRs).
- Creating Single and Multi-Passenger PNRs.
- Understanding PNR Status Codes and Their Meanings.
- Best Practices for PNR Management.

Module 4: Modifying and Canceling PNRs

- Techniques for Modifying Existing PNRs (Changes to Dates, Times, Names).
- Adding/Deleting Segments and Passengers.
- Understanding the Impact of Changes on Fares and Ticketing.
- Procedures for Canceling PNRs and Segments.
- Managing PNR History and Audit Trails.

Module 5: Fare Rules and Fare Construction

- Introduction to Airline Fares: Published, Private, Negotiated.
- Understanding Fare Basis Codes and Their Components.
- Key Fare Rules: Min/Max Stay, Advance Purchase, Change/Cancellation Penalties.
- Basic Fare Construction Principles and International Routing.
- Using GDS for Fare Display and Rules Retrieval.

Module 6: Ticketing Procedures

- Issuing E-tickets (Electronic Tickets) via GDS.
- Understanding Ticketing Authorities (TA) and Pseudo City Codes (PCC).
- Reviewing Fare Calculations and Tax Components.
- Managing Payment Methods: Credit Cards, Cash, Agency Accounts.
- Printing Itinerary Receipts and Electronic Ticket Records.

Module 7: Advanced Ticketing: Reissues and Refunds

- Procedures for Ticket Exchanges (Reissues): Voluntary vs. Involuntary Changes.
- Calculating Additional Collection (ADC) and Residual Values.
- Understanding Complex Fare Rule Application for Reissues.
- Processing Ticket Refunds: Full vs. Partial, Refundable vs. Non-Refundable.
- Managing Automated vs. Manual Refund Processes.

Module 8: Airline Policies, Alliances, and Codeshare

- Understanding Individual Airline Ticketing and Reservation Policies.
- Navigating Airline Alliances (Star Alliance, SkyTeam, Oneworld) and Their Benefits.
- Codeshare Flights: Booking, Ticketing, and Operational Considerations.
- Interline Agreements and Their Impact on Itineraries.
- Baggage Policies Across Different Airlines.

Module 9: Special Services and Ancillary Revenue

- Managing Special Service Requests (SSRs): Meals, Wheelchairs, Medical Needs, Minors.
- Understanding Ancillary Services: Seat Selection, Extra Baggage, Lounge Access.
- Booking Ancillary Services via GDS and Airline Websites.
- Maximizing Ancillary Revenue Opportunities.
- Special Conditions and Medical Clearances.

Module 10: IATA, ARC/BSP, and Industry Regulations

- Role of IATA (International Air Transport Association) in Ticketing.
- Understanding ARC (Airlines Reporting Corporation) and BSP (Billing and Settlement Plan) Processes.
- Financial Accountability and Settlement Procedures for Travel Agencies.
- Compliance with Industry Standards and Best Practices.
- Preventing Fraud and Misuse of Ticketing Authority.

Module 11: Customer Service and Troubleshooting

- Effective Communication with Clients Regarding Ticketing and Reservation Details.
- Handling Complex Itinerary Changes and Cancellations.

- Troubleshooting Common GDS Errors and System Messages.
- Resolving Ticketing Discrepancies and Fare Disputes.
- Providing Proactive Customer Support and Building Trust.

Module 12: Emerging Trends and Automation in Airline Reservations

- The Impact of NDC (New Distribution Capability) on GDS and Direct Connect.
- AI and Machine Learning in Fare Prediction and Personalized Offers.
- Automation Tools for PNR Creation and Ticketing.
- Mobile Ticketing and Digital Wallet Integration.
- The Future Role of the Travel Agent in a Digitized Landscape.

Training Methodology

- **Interactive Workshops:** Facilitated discussions, group exercises, and problem-solving activities.
- **Case Studies:** Real-world examples to illustrate successful community-based surveillance practices.
- **Role-Playing and Simulations:** Practice engaging communities in surveillance activities.
- **Expert Presentations:** Insights from experienced public health professionals and community leaders.
- **Group Projects:** Collaborative development of community surveillance plans.
- **Action Planning:** Development of personalized action plans for implementing community-based surveillance.
- **Digital Tools and Resources:** Utilization of online platforms for collaboration and learning.
- **Peer-to-Peer Learning:** Sharing experiences and insights on community engagement.
- **Post-Training Support:** Access to online forums, mentorship, and continued learning resources.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- Participants must be conversant in English.
- Upon completion of training, participants will receive an Authorized Training Certificate.
- The course duration is flexible and can be modified to fit any number of days.
- Course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch, and a Certificate upon successful completion.
- One-year post-training support, consultation, and coaching provided after the course.
- Payment should be made at least a week before the training commencement to Fineskill Training Center account, as indicated in the invoice, to enable better preparation.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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