

AIRLINES TICKETS AND HOTEL RESERVATIONS SKILLS

“Master the Essentials of Airline Ticketing and Hotel Reservations to Enhance Customer Service and Travel Management Efficiency.”

Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

The travel and hospitality industry requires professionals to manage airline ticketing and hotel reservations efficiently while delivering excellent customer service. Accuracy, speed, and knowledge of travel systems are essential to meet client expectations and ensure smooth travel experiences.

The Airlines Tickets and Hotel Reservations Skills course equips participants with practical knowledge and hands-on experience in airline ticketing procedures, hotel reservation systems, fare calculations, and customer interaction protocols. Participants will learn how to handle bookings, cancellations, refunds, and travel-related inquiries effectively.

Objectives

By the end of this course, participants will be able to:

- Understand airline ticketing processes and fare structures.
- Make domestic and international flight bookings accurately.
- Manage hotel reservations and room allocations efficiently.
- Handle cancellations, rescheduling, and refunds professionally.
- Use global distribution systems (GDS) for airline and hotel bookings.
- Provide excellent customer service in travel-related transactions.
- Manage travel documentation and ticketing compliance.
- Apply best practices in reservation management for efficiency and accuracy.

Why Attend

This course is essential for travel agents, front-desk staff, booking executives, and customer service professionals in the hospitality and travel industry. Participants will gain practical skills to streamline reservations, improve customer satisfaction, and minimize errors in bookings.

Target Audience

This course is suitable for:

- Travel Agents and Booking Executives
- Front Desk and Reservations Staff in Hotels
- Airlines Customer Service Representatives
- Tourism and Hospitality Professionals
- Individuals seeking careers in travel and tourism
- Professionals involved in managing travel and accommodation arrangements

Individual Benefits

- Gain hands-on experience with airline and hotel reservation systems.
- Learn to manage bookings, cancellations, and refunds accurately.
- Improve customer service and client handling skills.
- Enhance efficiency and reduce errors in travel and accommodation management.
- Increase employability and career prospects in the travel and hospitality sector.
- Build confidence in managing complex reservation scenarios.

Organizational Benefits

- Ensure efficient booking and reservation operations.
- Improve customer satisfaction and loyalty.
- Reduce errors, delays, and operational inefficiencies.
- Strengthen staff capability in travel and accommodation management.
- Enhance service standards in airlines, hotels, and travel agencies.
- Support organizational growth through professional and competent staff.

Instructional Methodology

The training employs a practical, interactive approach through:

- Interactive lectures on ticketing and reservation processes
- Hands-on exercises using airline and hotel booking software
- Real-world case studies on managing reservations and customer inquiries
- Role-playing exercises for customer interaction and problem-solving
- Workshops on fare calculations, cancellations, and refunds
- Continuous feedback, coaching, and Q&A sessions for skill reinforcement

Course Outline

- Module 1: Introduction to Airlines Ticketing and Reservation Systems
- Module 2: Airline Fare Structures, Classes, and Ticketing Rules
- Module 3: Domestic and International Flight Booking Procedures
- Module 4: Handling Cancellations, Refunds, and Rescheduling
- Module 5: Introduction to Hotel Reservation Systems
- Module 6: Managing Room Availability, Bookings, and Allocations
- Module 7: Customer Service Best Practices in Travel and Hospitality
- Module 8: Using Global Distribution Systems (GDS) Efficiently
- Module 9: Travel Documentation, Compliance, and Policies
- Module 10: Capstone Exercise – Simulated Airline and Hotel Booking Scenarios

Certification

Upon successful completion, participants will receive a Certificate in Airlines Tickets and Hotel Reservations Skills, validating their expertise in airline ticketing, hotel reservations, and professional travel management practices.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.