

## About

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This course provides essential knowledge and skills needed to work in the travel and tourism industry, helping professionals become effective travel advisors. Providing advice on flight, accommodation, and tour products, and ensuring travelers fulfil necessary travel requirements. The course also focuses on improving customer service and sales skills, enabling better advice to travel customers about when and where to travel based on their needs. Additionally, it includes training on using the Galileo global distribution system to create and manage reservations.

## Objective

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Upon completing this course, you will have the skills to:

- Advise customers on passport and visa requirements, as well as on travel insurance options
- Promote services and facilities available to airline passengers during their travel
- Interpret standard industry codes to plan and reserve travel itineraries
- Sell rail travel, car rental, hotel accommodation, cruises and pre-packaged tour products
- Provide good customer service and retain customer loyalty
- Use the Global Distribution System to make and maintain reservations and issue travel documents

## Content

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The key topics covered during this course include:

- The travel and tourism industry and the working environment for travel professionals
- Geography and industry codes
- Travel documents and the airline passenger experience
- Air transport products and services
- Rail, hotel, car rental, cruise and tour products
- Customer service principles
- Airfares and ticketing
- The Galileo system functionality

## Prerequisite

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- Proficient in both spoken and written English; knowledge of other languages is a plus.

## Exam & Certification

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- Exam Method: Online exam with remote supervision by IATA
- Passing Grade: 60% correct answers

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.