

AMADEUS CRS

// INDIVIDUALS

DURATION: 40 HOURS

Audience anyone who would like to work as an airline fares desk agent, travel agent, airline ticket agent, call center agent.

Duration 35 hours

Eligibility based on application

Qualifications HSC and above

AIM

- Ensure booking of passengers and modify flight tickets
- Control sale, modifications and cancellations
- Inform customers on availability, schedules and rates.

COURSE CONTENT

- Introduction to the Amadeus CRS service
- Flight availability
- Building a complete PNR and ending transaction
- Flight sell, follow-up availability entries, frequent-flyer element
- Miscellaneous Amadeus functions
- Changing and deleting PNR data
- Entering fare elements, displays, notes
- TIMATIC
- Return availability and SSR elements
- Seat maps, requests and customer preferences
- Ticketing element
- Vouchers



FLIGHT CONNECTION		
Time	Destination	Terminal
13:30	San Francisco	
14:15	London	
14:20		