



# TRAVEL & TOURISM

// IATA FOUNDATION

DURATION: 4 MONTHS APPROXIMATELY

TRAVEL & TOURISM  
// IATA FOUNDATION

**Audience** any person who would like to become a travel agent  
**Duration** 4 months approximately  
**Eligibility** SC  
**Beginning date of course** March & October  
**Closing date for enrolment** February & September

## AIM

The training course includes modules which will enable the trainee to gain a solid background and give him or her all keys to fully understand all aspects of the position. It also includes an on-job training so the trainee can actually do and understand what he or she will be doing once in a company and be trained accordingly.

## COURSE CONTENT

### Travel and tourism

- The role of travel and tourism professionals
- Commercial activities generating income
- Requirements and competencies
- Careers in travel and tourism
- Features and competencies of the travel agent
- International Organizations
- Regional and national Organizations.

### Geography

- How to sell travels
- How to read a map
- International City Codes
- Route planning
- Timezones and travel time
- Currencies
- Means of transport.

### Travel requirements

- Travel documents
- Precautionary health measures
- Taxes, customs and currencies
- Travel insurance
- Services and informations provided by the travel agent
- Information book.

### Road transport: rail

- Timetables
- Benefits of rail
- Tourist trains.

### Road transport: cars and campers

- Rental services
- Renting a car
- Renting a camper.

### Hotels

- Forms of accomodations
- Pricing
- Booking
- Terms and conditions
- Keywords.

### Sea transport: ferries and cruises

- Cruises: a booming sector
- Understand the sector
- Features and benefits
- Selling cruises.

### Packaged tours

- Forms of tours and packages
- Brochures and pricing
- Booking and accounting procedures
- Booking conditions and extent of liability.

### Air transport

- Air transport
- Codes, terminology and definitions
- Flight schedules
- Baggage
- Airports and flights
- Air transport regulations.

### Customer service

- The role of the travel agent
- Usefull techniques: get the customer confident
- Manage the customers' requests
- Manage unsatisfied customers
- Combating stress.

### Technology

- Travel and tourism and technology
- IT
- Uses of technology and major softwares
- The internet.

### AMADEUS

- Passenger Air Tariff (PAT)
- Travels vs. prices
- IATA
- Selection criteria for prices
- Currencies
- Special routes and destinations
- 'OW Through' price
- 'RT' and 'CT' prices
- Ticketing
- PTA transactions
- Credit and debit cards
- Taxes, les charges and fees
- Children and new-borns
- Special prices
- Billing.

### On-the-job training

- In a travel agent company or an airline GSA
- Familiarisation with travel agent duties
- Full use of Amadeus software from creating a PNR to ticket sales.