Foundation in Travel and Tourism with Amadeus

Textbook or e-textbook format
Partner-taught | Classroom or Self-study course

Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional. Provide advice on flight, accommodation and tour products, and how to ensure travelers fulfill necessary travel requirements. Improve your customer service and sales skills in order to better advise travel customers about when and where to travel based on their needs. Learn to use a global distribution system to create and manage reservations.

Objectives
After completing this course you will be able 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

Key topics
▪ 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 Amadeus system functionality

Target audience
▪ Travel agents
▪ Airline reservation agents
▪ Tour operators
▪ Call center agents

Course format
▪ This course requires approximately 200 hours of study to be completed in 12 months from the purchase date (enrollment validity). After the enrollment validity expires, the users will not have access to the course content and will not be able to take the exam.
▪ Both versions require access to online modules. You will access these online modules and other study materials through your User Account in the IATA Learning Management System.
▪ In order to access the online training content, you need an Internet connection and Google Chrome™ browser.
▪ If you purchase the printed textbook version of this course, you will receive a printed study kit by courier delivery. Shipping fees apply.
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Exam information
You may choose to take your exam online (with remote supervision) or at one of IATA’s Exam Centers (where physical presence is required).

- You will be given 3 hours to complete 100 multiple choice questions (Open Text Book, Foldout Maps are not permitted)
- Passing grade is 60 correct answers; 85 correct answers are needed for a distinction
- You will be given 2 attempts to successfully complete the final exam.
- An IATA Foundation in Travel and Tourism Diploma is awarded upon successful completion of the final examination.

Table of Content

- Overview of the travel and tourism industry
  - International and regional travel and tourism organizations
  - Roles and responsibilities of travel agents
- Geography in travel planning
  - Marketing and selling travel
  - Three-letter city codes
  - Planning travel itineraries
- Travel formalities
  - Taxes, customs and currencies
  - Travel insurance
  - Auxiliary services and information supplied by travel agents
- Air transport essentials
  - Airline products and services for passengers
  - Industry codes, terms and definitions
- Introduction to rail products and services
- Land transport: car rental and campers
- Water transport: ferries and cruises
- Hotel products and services
- Pre-packaged tour products
  - Types of tours and tour components
  - Reservation and accounting procedures
  - Booking conditions and limitations of liability
- Customer service and communication
- Fundamentals in airfares and ticketing
  - Passenger Air Tariff (PAT)
  - Taxes, fees and charges
  - Billing and Settlement Plan (BSP)
- Introduction to travel technology
- Electronic booking tools (GDS functionality training)
  - Flight schedules and availability
  - Completing reservations
  - Airfare displays
  - Hotel and car reservations
  - Timatic

Contact us for more information: www.iata.org/training-contact
Register: www.iata.org/training/courses/pages/.ttgg05.aspx