

Foundation in Travel & Tourism with Amadeus

Are you ready to embark on a journey that merges your passion for travel with cutting-edge technology? Welcome to a course that will open doors to the exciting world of travel and tourism, enhanced by the industry-leading Amadeus system. Get ready to turn your fascination with exploration into a rewarding career!

WHAT YOU WILL LEARN

After completing this diploma 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

COURSE CONTENT

The key topics that are covered during this diploma 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 Amadeus system functionality

EXAM INFORMATION

- Method: Online exam with remote supervision (OERS)
- Format: 80 multiple-choice questions. Closed course book exam.
- Time Allowance: 2 hours
- Passing Grade: 60% correct answers
- Distinction Grade: 85% correct answers
- Number of exam attempts: 2

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.

WHO SHOULD ATTEND

This diploma is recommended for:

- Aspiring Travel agents
- Aspiring Airline reservation agents
- Aspiring Tour operators
- Aspiring Call center agents

CERTIFICATE AWARDED

An IATA Diploma awarded to participants who successfully pass the final exam.



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