

## **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**

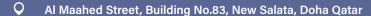
The key topics that are covered during this diploma include:

- 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

#### info@icontrainingcentre.qa



www.icontrainingcentre.qa

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.

