



Global Distribution Systems and Air Ticketing Training Course

Global Distribution Systems and Air Ticketing Training Course

Overview

Global Distribution Systems and Air Ticketing Training Course is a one-week foundation programme for travel consultants, reservation staff, and airline support teams who need vendor-neutral workflow literacy. Participants practise the sequence from schedule and availability review through booking-file creation, fare display, itinerary pricing, ticketing arrangements, electronic-ticket records, and post-ticket service decisions. Exercises use simulated records and neutral command logic without promising access to a proprietary platform. Each participant leaves with a Reservation and Ticketing Quality Checklist. Agile Leaders Training Center provides this course to build accurate, controlled booking and ticketing practice.

Who Should Attend

- Travel consultants and reservation agents
- Airline call-centre and ticketing support staff
- Tour operations and corporate travel coordinators
- New staff working with booking records and air itineraries
- Supervisors responsible for reservation quality checks

Departments and Industries

- Travel agencies and tour operators
- Airlines and passenger service organisations
- Corporate travel and mobility departments
- Reservation, ticketing, sales, and customer service teams
- Travel technology and distribution support functions

Learning Objectives

- Explain the role of global distribution systems in air shopping, booking, pricing, and ticketing
- Build and quality-check a simulated passenger booking file
- Interpret schedules, availability, fare displays, fare rules, taxes, fees, and pricing results
- Identify ticketing time limits, validating information, and electronic-ticket data
- Evaluate exchange, reissue, and refund requests at a foundation level
- Apply an end-to-end Reservation and Ticketing Quality Checklist



Course Agenda

Day 1: Distribution Systems and Air Availability

1. Map airline distribution participants and the GDS workflow
2. Interpret airport, city, carrier, class, and passenger-type codes
3. Read schedules, connections, elapsed time, and availability displays
4. Compare direct, connecting, and alternative itinerary options
5. Record search decisions in an Availability Evaluation Sheet

Day 2: Passenger Records and Itinerary Building

1. Structure passenger names, contacts, and service information
2. Sell simulated air segments and assemble an itinerary
3. Apply status codes, special service information, and remarks
4. Set ticketing arrangements and follow-up time limits
5. Complete a Booking File Quality Checklist

Day 3: Fare Displays, Rules, and Itinerary Pricing

1. Distinguish published, normal, special, and passenger-type fares
2. Read fare displays, booking classes, and validity information
3. Interpret key fare-rule categories and travel restrictions
4. Review taxes, fees, charges, baggage, and validating information
5. Compare pricing results with a Fare Decision Worksheet

Day 4: Electronic Ticketing and Servicing Decisions

1. Trace the ticketing workflow from priced itinerary to issue readiness
2. Interpret electronic-ticket coupons, status, and data elements
3. Check payment, endorsement, and ticketing information
4. Classify exchange, reissue, cancellation, and refund scenarios
5. Use a Post-Ticket Service Decision Tree

Day 5: Integrated Reservation and Ticketing Workflow

1. Process a simulated request from availability to booking file
2. Apply fare rules and select an appropriate pricing option
3. Complete pre-ticket quality and time-limit checks
4. Diagnose booking and pricing errors with an Error Log
5. Present a completed Reservation and Ticketing Quality Checklist



Practical Exercises

- Compare schedule and availability options
- Build and review a simulated passenger booking file
- Interpret fare rules and pricing output
- Classify post-ticket service requests
- Complete an end-to-end reservation and ticketing case

Frequently Asked Questions

Does the course provide access to a live proprietary system?

No. It develops vendor-neutral workflow literacy through simulated records, neutral command logic, and quality-control exercises.

Does the course award an industry certification?

No. It is a professional skills course and does not claim certification or examination preparation.

Are exchanges and refunds covered in depth?

They are introduced at a foundation level so participants can classify requests, identify required checks, and understand when specialist support is needed.

Conclusion

Participants finish with a structured understanding of GDS-supported availability, booking files, fare interpretation, itinerary pricing, ticketing controls, and post-ticket service decisions, supported by a reusable quality checklist.



Training Course Categories

Agile PM and Project Management Training Courses

Agribusiness & Food Security Training Courses

Aviation Management and Operations Training Courses

Certified Courses By International Bodies

Communication and Public Relations Training Courses

Crisis Management and Business Continuity Training Courses

Data Analytics Training and Data Science Courses

Digital Government & Public Service Training Courses

Education and Learning Development Training Courses

Environment & Sustainability Training Courses

Facilities and Real Estate Training Courses

Finance and Accounting Training Courses

Governance, Risk and Compliance Training Courses

Healthcare Management Training Courses

Heritage Conservation and Museum Management Training Courses

Hospitality and Tourism Training Courses

Human Resources Training and Development Courses

IT Security Training & IT Training Courses

Leadership and Management Training Courses

Legal Training, Procurement and Contracting Courses

Maintenance Training and Engineering Training Courses

Marketing, Customer Relations, and Sales Courses

NGO, Humanitarian and Development Management Training Courses

Occupational Health, Safety and Security Training Courses

Oil & Gas Training and Other Technical Courses

Personal & Self-Development Training Courses



Training Course Categories

Quality and Operations Management Training Courses

Secretarial and Administration Training Courses

Shipping, Maritime and Ports Training Courses



Training Cities

Abu Dhabi UAE	Accra Ghana	Amman Jordan
Amsterdam Netherlands	Athens Greece	Baku Azerbaijan
Bali Indonesia	Bangkok Thailand	Barcelona Spain
Berlin Germany	Cairo Egypt	Cape town South Africa
Casablanca Morocco	Chicago USA	Doha Qatar
Dubai UAE	Frankfurt Germany	Geneva Switzerland
Istanbul Turkey	Jakarta Indonesia	Johannesburg South Africa
Kuala Lumpur Malaysia	Kuwait Kuwait	Lagos Nigeria
Langkawi Malaysia	Lisbon Portugal	London UK
Madrid Spain	Manama Bahrain	Marbella Spain
Milan Italy	Montreux Switzerland	Munich Germany
Muscat Oman	Nairobi Kenya	New York USA

Training Cities

Nice

France

Paris

France

Phuket

Thailand

Port Louis

Mauritius

Porto

Portugal

Prague

Czech Republic

Rome

Italy

San Diego

USA

Seoul

South Korea

Sharm El-Sheikh

Egypt

Singapore

Singapore

Tashkent

Uzbekistan

Tbilisi

Georgia

Tokyo

Japan

Toronto

Canada

Trabzon

Turkey

Vienna

Austria

Zanzibar

Tanzania

Zoom

Online Training

Zurich

Switzerland