Airline Ticketing and Hotel Reservations Operations Training Course

29 August – 2 September 2027
Nairobi

AGILE LEADERS
Training Center

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Ref: 1550_214454 **Date:** 29 August – 2 September 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Airline Ticketing and Hotel Reservations Operations Training Course is a one-week course for travel consultants, reservation agents, airline and hotel sales staff, tour coordinators, and service supervisors who leave with a Travel Booking Operations File. Participants connect airline reservations, fare rules, electronic ticketing, PNR controls, hotel availability, rates, amendments, cancellations, reconciliation, and service recovery across one itinerary. Agile Leaders Training Center presents airline ticketing and hotel reservations through applied operating tools.

Who Should Attend

- Travel teams responsible for creating and servicing passenger itineraries
- Airline reservation teams responsible for booking records, fares, and tickets
- Hotel reservation teams responsible for availability, rates, and booking conditions
- Tour operations teams responsible for coordinated supplier confirmations
- Customer-service teams responsible for changes, disruption, and recovery
- Supervisors responsible for transaction quality and reconciliation

The course assumes participants already support travel sales, reservations, or customer service and leaves system certification, advanced fare construction, and supplier-specific access credentials outside scope.

Departments and Industries

The course supports departments and industries that coordinate airline, accommodation, and travel-service bookings.

- Airline reservation and ticketing departments
- Hotel reservation and front-office teams
- Travel agencies and corporate travel services
- Tour operators and destination-management companies
- Online travel and contact-center operations
- Finance, quality, and customer-care functions

Learning Objectives

By the end of this course, participants will be able to:

- Analyze itinerary, fare, rate, and availability requirements
- Build controlled airline and hotel booking records
- Apply ticketing, amendment, cancellation, and refund workflows
- Compare supplier conditions and customer options
- Use reconciliation and exception-control tools
- Evaluate service recovery and transaction quality

Course Agenda

Day 1: Travel Booking Architecture

- Itinerary Requirement and Supplier Map
- Passenger Name Record Data Checklist
- Airline Segment and Status-Code Guide
- Hotel Inventory, Room, and Rate Matrix
- Booking Responsibility and Handoff Map

Day 2: Airline Fares and Ticketing

- Journey Pricing and Fare-Rule Review
- Electronic Ticket Data Element Map
- Baggage, Tax, and Fee Verification Sheet
- Ticket Issuance and Validation Checklist
- Queue, Deadline, and Follow-Up Control Log

Day 3: Hotel Reservations and Distribution

- Availability and Rate-Plan Comparison Grid
- Room, Occupancy, and Guarantee Condition Sheet
- Distribution Channel and Confirmation Workflow
- Special Request and Guest Profile Checklist
- Cancellation, No-Show, and Overbooking Response Map

Day 4: Changes, Reconciliation, and Recovery

- Exchange and Reissue Decision Tree
- Refund and Cancellation Control Worksheet
- Multi-Supplier Itinerary Change Log
- Booking Invoice and Payment Reconciliation Tool
- Disruption Communication and Service Recovery Plan

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Day 5: Reservation Operations Practice

- Suggested Exercise: PNR and Itinerary Quality Review
- Suggested Exercise: Fare and Rate Condition Comparison
- Suggested Exercise: Amendment and Refund Routing
- Suggested Exercise: Supplier Reconciliation and Recovery
- Capstone Exercise: Travel Booking Operations File

Practical Exercises

The course uses suggested activities drawn from airlines, hotels, agencies, tour operations, and contact centers.

- Suggested activity: convert a customer request into controlled airline and hotel booking records.
- Suggested activity: compare fare and rate conditions before recommending booking options.
- Suggested activity: route an itinerary change through reissue, hotel amendment, payment, and communication controls.
- Suggested activity: assemble booking, quality, reconciliation, and recovery tools into an operations file.

FAQs

Who is airline ticketing and hotel reservations training designed for, and what does it assume?

Airline ticketing and hotel reservations training suits travel, airline, hotel, tour, and customer-service professionals who already support booking work and need stronger cross-supplier operating controls.

How does airline ticketing and hotel reservations training differ from advanced fare-construction training?

Airline ticketing and hotel reservations training coordinates end-to-end bookings and servicing across suppliers; advanced fare-construction training concentrates on complex airline pricing calculations and rules.

What information belongs in a controlled travel booking record?

A controlled booking record includes traveler identity, itinerary segments, status, contacts, service requests, fare or rate conditions, ticket or confirmation references, deadlines, payment details, and change history.

How are airline and hotel booking changes coordinated?

Booking changes are coordinated by checking supplier conditions, availability, costs, deadlines, linked services, payment effects, confirmation status, customer approval, and the revised itinerary.

How is reservation transaction quality checked?

Transaction quality is checked through record completeness, rule application, status confirmation, deadline control, price and payment reconciliation, communication records, exception handling, and supervisory review.

Conclusion

Participants take back a Travel Booking Operations File containing itinerary, PNR, fare, ticket, hotel, amendment, reconciliation, and recovery tools. The file creates a controlled path from customer request through confirmation and servicing. It helps teams reduce record gaps, missed conditions, reconciliation errors, and inconsistent recovery decisions.