Global Distribution Systems and Air Ticketing Training Course

28 March – 1 April 2027
Nairobi

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Ref: 1577_216261 **Date:** 28 March – 1 April 2027 **Location:** Nairobi **Fees:** 4500 Euro

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

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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

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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.