MERCURY

Airlines Tickets and Hotel Reservations Skills

11 – 15 January 2027
Nairobi (Kenya)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Ref: 15867_1066948 **Date:** 11 – 15 January 2027 **Location:** Nairobi (Kenya) **Fees:** 5300 Euro

Introduction:

The travel and tourism industry thrives on efficiency, accuracy, and exceptional customer service. Mastering airline ticketing and hotel reservation skills is essential for professionals who aim to excel in this dynamic sector. This Airline Tickets and Hotel Reservation Skills course provides participants with knowledge and practical expertise in handling ticketing systems, understanding fare structures, managing hotel booking platforms, and ensuring seamless travel arrangements. By developing these skills, participants will meet modern travelers' demands while contributing to their organization's success and reputation.

The Airlines Tickets and Hotel Reservations Skills training equips participants with advanced reservation skills to efficiently manage airline and hotel reservations. Learn how to secure cheap ticket reservations and leverage hotel reservation systems for the best deals. Enhance your reservation manager skills to handle ticket airline reservations effectively while understanding the advantages hotel reservations can bring to clients. It is perfect for those seeking expertise in optimizing reservation ticket processes for seamless travel and accommodation solutions.

Targeted Groups:

- Travel agents and consultants.
- Airline customer service representatives.
- Hotel reservation agents.
- Tour operators and planners.
- Hospitality industry professionals.
- Corporate travel coordinators.
- Call center representatives in travel services.
- Travel and tourism students.
- Event and conference planners.
- Freelance travel advisors.
- Airline ground staff.
- Hotel front desk personnel.
- Travel agency owners.
- Reservation system trainers.
- Online booking platform administrators.
- Concierge staff in hotels and resorts.
- Cruise line reservation agents.
- Luxury travel specialists.
- Tourism board representatives.
- Human resources staff in travel companies.

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Course Objectives:

At the end of this Airline Tickets and Hotel Reservation Skills course, the participants will be able to:

- Equip participants with knowledge of global airline ticketing systems.
- Develop expertise in handling hotel reservation platforms.
- Enhance skills in managing travel itineraries efficiently.
- Teach methods for resolving booking conflicts and errors.
- Foster understanding of airline fare rules and ticket types.
- Improve customer service strategies in travel and hospitality.
- Train participants in upselling and cross-selling techniques.
- Provide skills for managing cancellations and refunds.
- Build proficiency in using Global Distribution Systems GDS.
- Strengthen attention to detail in data entry and booking processes.
- Ensure compliance with travel and booking regulations.
- Promote effective communication with clients and vendors.
- Prepare participants for managing group travel bookings.
- Introduce advanced features of travel and reservation systems.
- Develop strategies for increasing client satisfaction and loyalty.
- Address challenges in adapting to new travel technologies.
- Enable participants to handle visa and travel document requirements.

Targeted Competencies:

By the end of this Airline Tickets and Hotel Reservation Skills training, the participant's competencies will:

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- Proficiency in Global Distribution Systems GDS.
- Understanding airline fare structures and ticketing rules.
- Mastery of hotel reservation software and platforms.
- Customer service excellence in travel and hospitality.
- Problem-solving in booking discrepancies.
- Effective itinerary planning and management.
- Knowledge of visa and travel document requirements.
- Strong communication and negotiation skills.
- Handling cancellations and refunds efficiently.
- Time management in high-pressure environments.
- Upselling and cross-selling travel services.
- Multitasking across ticketing and reservation tasks.
- Attention to detail in booking and data entry.
- Familiarity with travel insurance policies.
- Managing group travel and special accommodations.
- Adapting to technology and system updates.
- Ensuring compliance with travel regulations.
- Building strong client relationships.
- Conflict resolution in travel and hospitality scenarios.

Course Content:

Unit 1: Introduction to Airlines Ticketing Systems:

- Understand the structure and components of airline ticketing.
- Learn about Global Distribution Systems GDS and their role in ticketing.
- Study different airline fare types and pricing strategies.
- Master ticket issuance, re-issuance, and void procedures.
- Explore the process of booking and changing flight reservations.
- Gain knowledge of airline ticketing rules and restrictions.
- Learn how to handle special requests such as meals, seating, and baggage.
- Develop skills for dealing with booking errors and discrepancies.
- Learn to manage ticket refunds and cancellations.

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Unit 2: Hotel Reservations and Management Systems:

- Get familiar with hotel reservation systems and platforms.
- Understand room types, rates, and hotel classifications.
- Study the process of booking individual and group hotel reservations.
- Learn how to handle overbooking and booking adjustments.
- Master the process of checking availability and managing room allocations.
- Explore the importance of rate codes, promotions, and discounts.
- Learn about guest preferences and how to manage special requests.
- Develop skills in confirming, modifying, and canceling hotel bookings.
- Understand the role of online booking platforms in hotel reservations.

Unit 3: Customer Service in Travel and Hotel Reservations:

- Develop excellent communication skills for dealing with clients.
- Learn techniques for managing difficult customers and complaints.
- Master upselling and cross-selling strategies for travel products.
- Understand the importance of providing personalized service.
- Study best practices in offering travel advice and recommendations.
- Learn to manage last-minute bookings and urgent requests.
- Gain skills in handling multi-lingual customer service in global bookings.
- Enhance customer satisfaction through timely responses and solutions.
- Build long-term client relationships and encourage repeat bookings.

Unit 4: Handling Reservations in a Multi-Platform Environment:

- Understand the integration of GDS with online travel agencies OTAs.
- Learn how to use mobile apps and web portals for booking management.
- Explore the differences between traditional and digital reservation systems.
- Study how to update and manage reservations in real-time.
- Master the use of automated systems for confirmation, modification, and cancellation.
- Understand the impact of new AI and chatbots in booking systems.
- Learn how to handle bookings via phone, email, and social media platforms.
- Gain proficiency in using reservation systems in high-volume environments.
- Understand how to manage multiple reservations simultaneously.

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Unit 5: Managing Travel and Hotel Itineraries:

- Learn how to create and manage detailed travel itineraries.
- Understand the process of consolidating flight and hotel bookings.
- Study how to address itinerary changes and cancellations.
- Learn how to communicate itinerary changes to clients effectively.
- Understand how to handle multi-destination and complex itineraries.
- Develop skills in managing travel documents such as tickets and hotel vouchers.
- Learn how to prepare itineraries for group and corporate travel.
- Study best practices for ensuring a seamless travel experience.
- Understand the importance of managing travel time zones and schedules.