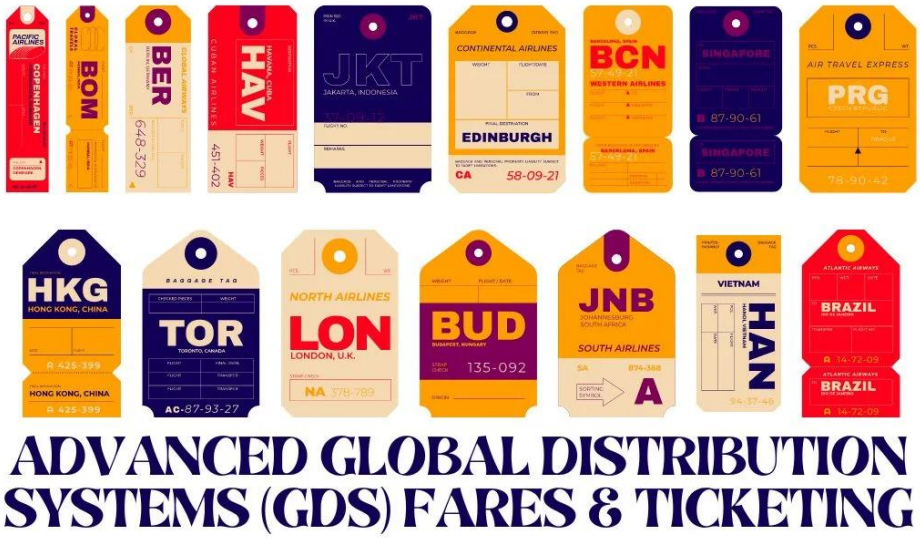
HOLISTIQUE TRAINING



ADVANCED GLOBAL DISTRIBUTION SYSTEMS (GDS) FARES & TICKETING

Advanced Global Distribution Systems (GDS), Fares & Ticketing

Duration: 5 Days

Language: en

Course Code: IND15 - 120

Objective

Upon completion of this course, participants will be able to:

- Understand the fundamental and advanced concepts of Global Distribution Systems.
- Analyse fare structures and construct accurate ticketing solutions.
- Navigate complex booking scenarios and manage changes efficiently.
- Apply best practices in fare management and ticket issuance.
- Enhance customer service through proficient use of GDS tools and techniques.
- Gain insights into industry trends and technological advancements in travel distribution systems.

Audience

This course is intended for:

- Travel agents and consultants who wish to deepen their GDS and fare management expertise.
- Airline and travel agency professionals responsible for ticketing and reservations.
- Hospitality and tourism industry professionals aiming to enhance their knowledge of distribution systems.
- Individuals pursuing a career in the travel and tourism sector seeking a competitive edge.

Training Methodology

This course employs a blended learning approach, combining theoretical instruction with practical, hands-on training. Participants will engage in interactive workshops, case studies, and real-world simulations to thoroughly understand GDS functionalities and fare construction techniques. The methodology encourages active participation, critical thinking, and collaborative learning to reinforce key concepts and skills.

Summary

In the ever-evolving world of travel and tourism, the role of Global Distribution Systems (GDS) is pivotal in ensuring seamless connectivity between service providers and customers. This course offers a comprehensive exploration of advanced concepts in GDS, fare construction, and ticketing, focusing on practical applications and strategic insights crucial for professionals aiming to excel in the hospitality and tourism sectors.

Course Content & Outline

Section 1: Introduction to Global Distribution Systems (GDS)

- Overview of GDS in the travel and tourism industry
- Evolution and future trends in distribution systems
- Major GDS providers and their global reach
- Key functionalities of GDS platforms

Section 2: Fare Structures and Types

- Understanding fare construction principles
- Fare types: published, private, and negotiated fares
- International and domestic fare calculation
- Rules and regulations governing fare application

Section 3: Ticketing Essentials

- Basics of ticket issuance: e-tickets, paper tickets, and virtual interline
- Understanding ticketing time limits and penalties
- Managing booking changes: reissues, refunds, and exchanges
- Automated vs. manual ticketing processes

Section 4: Advanced GDS Functions

- PNR management: creating, modifying, and cancelling bookings
- Seat selection, special requests, and ancillary services
- Managing multi-leg itineraries and code-share flights
- GDS integration with other travel technologies

Section 5: Case Studies and Practical Scenarios

- Real-world scenarios in fare calculation and ticketing
- Complex booking and ticketing challenges
- Industry best practices and common pitfalls
- Group activities to simulate real-time problem-solving

Section 6: Industry Trends and Technological Innovations

- The impact of NDC (New Distribution Capability) on GDS
- The role of AI and machine learning in travel distribution
- Future of fare management and ticketing in a digital world
- Sustainability considerations in global distribution systems

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Entertainment, Hospitality & Sports, Facility & Environment

Tags

Global Distribution Systems GDS, Fares, Ticketing

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