AMADEUS Basic Course

Description

Learn how to use the AMADEUS booking system, the basic tool for travel agents to book travel for their clients. You will discover the system with its cryptic and graphical use to view airline schedules, book flights, and create a basic booking file.

Prerequisite

Good English knowledge
Basic PC knowledge
Good general culture with world geography

Target group

This course is for travel agency sales staff with little or no experience with the Amadeus reservation system. It is also for people who want to learn about the Amadeus reservation system to discover one of the essential tools of travel agents.

Goals

This course communicates basic knowledge about flight reservations in Amadeus. After the course you will be able to create and cancel basic reservations. Furthermore, you will be able to retrieve flight fares with associated notes. The target achievement will be supported by periodic exercises.

The course will be performed on the Amadeus Selling Platform, mainly on Command Page (cryptic entries).

Topics

Introduction
Sign In/Out
Encoding/Decoding
Help
Amadeus Information Système (AIS) and Service Hub
Air Availability, Timetable, Flight Info
Routes & Classes of service
Flight reservation
PNR creation
Amadeus ancillary services (ANC)
Special service requests (SSR)
PNR modification and cancellation
PNR Best Price including Airline Fare
Families and fare notes
PNR Queue Placement
TST Creation (automatic)
Itinerary

Duration

Depending on the number of participants, 3 to 5 days.

Price

Depending on the number of participants, from CHF 990.-.

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Date

On demand.

Additional information

We can give this course in group or individual, in a training room or at your office.

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