

AMADEUS Conversion Course

Description

Learn how to use the AMADEUS booking system, the basic tool for travel agents to book travel for clients. You will discover the system with its cryptic use and graphical use to book flights, create booking files and get rates.

Prerequisite

Good English knowledge
Basic PC knowledge
Experience booking flights on another GDS or basic AMADEUS experience

Target group

The AMADEUS Conversion course is designed for travel agency sales staff who are comfortable with creating and pricing PNRs in other reservation systems and now want to work on the Amadeus system. It is also intended for people who have already learned or used the AMADEUS system and want to refresh their knowledge.

Goals

At the end of the course, you will be able to create and update the PNRs with confidence. You will know the fare system and how to request rates with or without PNR as well as to price the PNR. You will also know how to read and edit the "Queues". The achievement of the objectives will be supported by exercises on the AMADEUS reservation

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

Topics

Sign In / Out
Encoding / Decoding
Help, and Service Hub support
Availability of flights, schedules and flight information
Flight reservation
PNR creation
Additional elements of the PNR
Modification and cancellation of PNR elements
Ancillary Services Amadeus (ANC)
Special Service Request (SSR)
Price Display (FQD)
Fare Notes (FQN)
PNR (Fare Families) Pricing, Best Rate, Options
Creation of TST (automatic)
Queues
PNR History

Duration

Depending on the number of participants, 2 to 3 days.

Price

Depending on the number of participants, from CHF 750.-.

Date

On demand.

Additional information

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