



AMADEUS GDS TRAVEL BOOKING SYSTEM COURSE

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THE ACADEMY OF AVIATION

TAOA TRAINING



AMADEUS

- 10 DAY COURSE
- REGISTRATION FEE R660.00
- R10 944.15 INCLUDING VAT
- ONLINE - "LIVE" INSTRUCTOR

E&OE 2024 Pricing

Online

The following Modules are covered in the 10 day course and a final written exam at the end:

DAY 1 -

Signing on and off the system

Using different command pages and navigate through the command screen

Accessing the various help options available

Working with the Amadeus information system pages (GG entries)

Encoding and decoding of cities/airports/countries and suppliers

Explain 3 types of Availability

Selling Flights

Practical exercise

DAY 2 -

Create a basic passenger booking using the 5 PRINT elements, including Phone numbers,

Received from, Itineraries and Passenger Names

Retrieving the PNR (*Passenger Name Record*)

Create optional PNR elements.

Display Seat maps and pre seating passenger

Adding frequent flyer number to PNR

Practical exercise



DAY 3 -

In this session, you will learn how to add optional information into a passenger booking, after the basic elements have been completed. The following will be discussed:

Special meals for religious or dietary needs



Special assistance (e.g. wheelchair, unaccompanied minor requests)



Specific seat assignment (pre-seating)

Adding remarks and reminders

DAY 4 -

PNR modification

Working with Travel Agency Queues

Update PNR

Splitting PNR

Practical exercise

MODULE 5 -

Hotel Bookings



Car Hire Bookings



Practical exercise

DAY 6 -

Fare displays

Accessing Fare Notes

Tax information

Currency conversion

BSP/Interline features

Informative Pricing

Practical exercises



DAY 7-

In this session, you will learn how to price a passenger's PNR using various

Pricing entries

Passenger/segment related pricing

Adding forms of payments

Issuing tickets

Displaying and identifying ticketing information

Voiding/Cancelling tickets

Viewing sales reports

Practical exercise



DAY 8 -

In this session, you will learn about profiles and how they work on the Manual Fare Build
Practical exercise

DAY 9 -

Customer Profile
Agency Profile
Company Profile
Traveller Profile
Practical exercise



DAY 10 -

Revision
Final Amadeus Summative Assessment - Exam



On-Line training course requirements:

- A laptop or desktop with a camera and internet connectivity is vital. Data speed, provider and costs are your responsibility. Headphones are required.
- An email address is essential, to accept the invitations for the WebEx sessions where the training will be taking place.
- A "Registration Day" will be set up at least one week from the start date of the course; which should not take longer than an hour. This is to make sure that all equipment is compatible and in working order from both sides, and training can commence the following Monday with minimal challenges.
- WebEx can be used on-line, preferably Webex needs to be downloaded on your laptop/desktop. The email invite for the Registration Day will assist with this process; providing a link.
- FULL payment is required before the Registration Day.
- The online test/exam needs to be submitted by 30 minutes after the end of the test/exam, on the test/exam day.



On-Line "COURSE ETIQUETTE":

- Timeous participation is required. There is a limited amount of time, and 80 hours are required for this course.
- Camera is required for the daily "meet and greet", which can be turned off afterwards to save data. This is at the facilitators discretion.
- Microphone needs to be muted where possible to avoid background interferences. This is at the facilitators discretion.
- FULL ATTENTION and PARTICIPATION is required in the training sessions to avoid unnecessary repetition and irritation to the other learners.
- Questions and interaction is encouraged, just one at a time!
- If load shedding occurs, we will make arrangements to work around the downtime endured.



General T's and C's:

- Bookings are essential prior to the commencement of the course.
- FULL payment is required before the start of the course.
- Full attendance is compulsory.
- Should a student not arrive for training, it will be assumed that he/she forfeits the course space and fee.
- Cancellations are permitted 14 days prior to the commencement of the course, with no cancellation fee.
- For special conditions beyond control, which includes COVID-19 issues; for example should a student start the course or not be able to attend, arrangements can be made to continue on another course suitable to all parties. This is based on approval.
- Certificates and feedback forms received are only soft copy versions.
- If due to unforeseen circumstances, we may have to postpone course dates. Candidates will be accommodated on the next available course suitable for both parties, at no additional charge.

COST OF 10 DAY COURSE
R 10 944.15 inclusive of VAT

Online



Internationally recognised

