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COURSE BROCHURE

Airline Ticketing and Hotel Reservations Skills Training Course

16 – 20 November 2026
Geneva

Airline Ticketing and Hotel Reservations Skills Training Course

Ref: 751_28239 **Date:** 16 – 20 November 2026 **Location:** Geneva **Fees:** 7500 GBP

Airline Ticketing and Hotel Reservations Skills is a 1-week training course for travel agents, reservation agents and corporate travel coordinators and produces a booking and reservation checklist. Fare rules, distribution channels and hotel inventory keep shifting. Jupiter Prime Training sets these airline ticketing and hotel reservations skills in the context of service quality and cost control.

Why Airline Ticketing and Hotel Reservations Matters Now

Three forces shape airline ticketing and hotel reservations today. Airlines unbundle fares into branded families with separate baggage and seat charges. Distribution splits across global distribution systems and direct channels. Corporate buyers demand policy compliance. An agency that handles these well protects margin and traveller trust; one that handles them badly faces debit memos, lost refunds and stranded guests. The course rests on fare rule logic, reservation record structure and hotel rate and inventory practice.

Who Gains Most from Airline Ticketing and Hotel Reservations

- Agents who quote, price and issue air tickets for leisure and business travellers
- Staff who handle reissues, voids, refunds and schedule change recovery
- Coordinators who arrange travel for employees under a corporate travel policy
- Hotel reservation agents who sell rooms, packages and group allotments
- Front office and sales staff who manage room blocks for meetings and tours

Travel agency desks and in-house corporate travel units gain most when several agents attend together and agree one way of servicing bookings.

Airline Ticketing and Hotel Reservations Capabilities

Participants practise reading fare rules, building passenger name records and matching hotel rates to traveller needs.

- Calculate a fare from fare basis, booking class and routing rules — the quote given to the traveller
- Build a complete passenger name record with mandatory elements — ticketing deadlines and service requests
- Apply change, reissue and refund conditions to an issued ticket — the cost decision for the traveller
- Compare hotel rate types against cancellation terms and inclusions — the corporate travel policy owner
- Design a room block with release dates and attrition terms — the event or tour organiser
- Communicate overbooking and walk procedures to guests clearly — front office and guest relations

Key Airline Ticketing and Hotel Reservations Terms

- Fare basis code — the alphanumeric code that identifies a fare and links it to its rules, restrictions and booking class.
- Booking class — the single-letter inventory bucket an airline opens or closes to control how many seats sell at each fare.
- Passenger name record PNR — the reservation file holding passenger names, itinerary, contact, ticketing and special service elements.
- Global distribution system GDS — a shared reservation network agents use to search, book and ticket airline seats and hotel rooms.
- Best available rate — a hotel's lowest publicly offered room price for a given date, before discounts or negotiated terms.
- Attrition clause — a contract term setting how many blocked rooms a group may release before paying for unused nights.

Airline Ticketing and Hotel Reservations Day by Day

Day 1: The Travel Distribution Landscape

- Airline Distribution Channels — Choosing Between GDS, Direct and Online Booking
- Branded Fare Families — Explaining Inclusions and Ancillary Charges to Travellers
- City and Airport Codes — Reading Itineraries Without Routing Errors
- Corporate Travel Policy Clauses — Matching Bookings to Cabin and Cost Limits
- Hotel Distribution Mix — Weighing Wholesale, Direct and Negotiated Room Sources

Day 2: Fares and Ticket Construction

- Fare Basis and Booking Class Logic — Selecting the Fare Rules That Apply
- Fare Construction Principles — Pricing One-Way, Return and Multi-Sector Journeys
- Taxes, Fees and Surcharges — Showing the Traveller a Correct Total
- Electronic Ticket Issuance — Checking Coupons, Validity and Baggage Allowance
- Interline and Codeshare Itineraries — Deciding Which Carrier Rules Govern

Day 3: Servicing Issued Tickets

- Passenger Name Record Elements — Completing Contacts, Remarks and Ticketing Time Limits
- Voluntary Changes and Reissues — Calculating Fare Difference and Penalties
- Refunds and Voids — Recovering Value Within Airline Deadlines
- Involuntary Schedule Changes — Rebooking Travellers Without Extra Cost
- Special Service Requests — Arranging Meals, Mobility Help and Seats

Day 4: Hotel Rates, Blocks and Inventory

- Hotel Rate Types — Comparing Rack, Corporate, Package and Non-Refundable Offers
- Room Types and Meal Plans — Matching Accommodation to Traveller Profile
- Room Blocks and Allotments — Setting Cut-Off and Release Dates
- Attrition and Cancellation Clauses — Limiting Group Liability for Unused Nights
- Overbooking and Walk Procedures — Protecting Guests When Inventory Runs Out

Day 5: Practising the Booking and Reservation Checklist

- Business Trip Case — Pricing and Ticketing a Multi-City Itinerary
- Disruption Case — Reissuing Tickets and Moving Hotel Nights Together
- Group Travel Case — Combining Air Seats With a Hotel Room Block
- Booking Quality Audit — Spotting Errors Before Ticketing and Check-In
- Booking and Reservation Checklist — Final Steps for Every Desk File

Applying Airline Ticketing and Hotel Reservations After the Course

- Audit ten recent passenger name records against the fare rule and ticketing time limit checks taught.
- Review one hotel group contract for release dates and attrition terms, and propose a revised room block schedule.

Airline Ticketing and Hotel Reservations Questions FAQ

What are airline ticketing and hotel reservations skills and why do they matter now?

They are the skills of pricing, issuing and servicing air tickets and selling hotel rooms accurately. They matter now because branded fares, multiple channels and stricter refund rules make errors costly for agencies and travellers.

Which roles gain most from airline ticketing and hotel reservations skills?

Travel agents, reservation agents and corporate travel coordinators gain most. Hotel staff managing room blocks also benefit.

How does airline ticketing and hotel reservations training differ from a hotel revenue management course?

It works at the booking desk rather than the pricing strategy level. Revenue management sets prices and controls inventory; this course teaches agents to read those prices, apply fare rules and service each reservation correctly.

What do you bring back from airline ticketing and hotel reservations training?

You bring back a tested booking and reservation checklist. It covers fares, changes, refunds, hotel rates and room block terms.

Airline Ticketing and Hotel Reservations: The Way Forward

The booking and reservation checklist first informs whether a quoted itinerary is ready to ticket. Agents and coordinators use it on every file, and team leaders use it to audit desk quality. After its first month in use, the refund and reissue steps are worth revisiting against real debit memos and traveller complaints.