

Amadeus Training

40

TRAINING HOURS

USD 140

FEE PER CANDIDATE

4

CURRICULUM UNITS

Programme purpose

Build practical confidence in Amadeus reservation workflows.

Who should attend

New and developing reservation consultants.

Basic travel-service knowledge and confidence using a computer are helpful. Practical tasks require authorised access to the relevant training system.

By the end of the programme

- 01** Interpret availability and build a practice flight itinerary.
- 02** Build and maintain a practice passenger record.
- 03** Price a practice itinerary and review the relevant conditions.
- 04** Handle routine booking amendments and queued tasks.

Learning and assessment

Tutor-led explanation, guided practice, discussion and realistic scenarios support the published learning outcomes. Multiple-choice examination: 50 questions, 90 minutes. Your ATP confirms the delivery timetable, feedback arrangements and assessment dates.

The fee shown is the WTTA programme fee per candidate. Confirm any separate ATP tuition or local delivery charges before enrolment. Read WTTA learner policies at wtta.co.uk/policies.

Learning in detail

Amadeus Training

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|-----------|--|-------------|
| 01 | Availability and itinerary creation | 8 h |
| | Interpret availability and build a practice flight itinerary. Select an option that meets the traveller requirements. | |
| | Topics: Workspace orientation; availability searches; flight selection; connections; itinerary review. | |
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| 02 | Passenger records and service requests | 12 h |
| | Build and maintain a practice passenger record. Record service requests accurately and distinguish a request from confirmed fulfilment. | |
| | Topics: Passenger and contact details; booking references; service requests; remarks; data accuracy. | |
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| 03 | Pricing and ticketing | 10 h |
| | Price a practice itinerary and review the relevant conditions. Explain and demonstrate required ticketing checks within authorised access. | |
| | Topics: Fare review; pricing exercises; ticketing preparation; restrictions; quotation and record checks. | |
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| 04 | Changes, queues and booking management | 10 h |
| | Handle routine booking amendments and queued tasks. Check the revised itinerary and explain the outcome to the customer. | |
| | Topics: Retrieval and updates; queue workflow; booking review; itinerary communication; escalation. | |
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Applied work and feedback

Work through a practice reservation from the traveller brief to checking and servicing the record. Explain fare conditions and document the response to a change request.

Learning resources: ATP learning materials, current official destination or supplier information, WTTA learner policies, and relevant case studies. Use approved training access for reservation-system exercises.

Training does not imply reservation-system vendor accreditation or endorsement.