

Handling Travel Disruptions, Complaints & Crisis Situations

12

TRAINING HOURS

USD 90

FEE PER CANDIDATE

4

CURRICULUM UNITS

Programme purpose

Build a calm, organised response to disruptions and complaints, with clear updates and timely escalation.

Who should attend

Travel agency and tourism customer-facing teams.

No formal prerequisite is specified. Learners should be able to participate in the language of delivery; discuss support needs with your ATP before training.

By the end of the programme

- 01** Prioritise customer needs when travel plans are disrupted.
- 02** Respond to complaints with clear communication and realistic next steps.
- 03** Recognise escalation triggers and keep an accurate record of actions and updates.

Learning and assessment

Tutor-led explanation, guided practice, discussion and realistic scenarios support the published learning outcomes. Multiple-choice examination: 30 questions, 60 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

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| 01 | Disruption response
Apply disruption response to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed.
Topics: Immediate welfare needs; verified facts; priority cases; realistic alternatives. | 3 h |
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| 02 | Complaint resolution
Apply complaint resolution to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed.
Topics: Listening and acknowledgement; fact gathering; documented options; escalation. | 3 h |
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| 03 | Escalation
Apply escalation to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed.
Topics: Incident roles; communication plans; assistance limits; recovery coordination. | 3 h |
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| 04 | Customer communication
Apply customer communication to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed.
Topics: Case logs; promises and updates; supporting evidence; learning from recurring issues. | 3 h |
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Applied work and feedback

Use a realistic customer or organisational brief to apply the units. Produce a clear recommendation, supporting checklist or action plan, and explain the evidence behind your decisions.

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.

Completion and award requirements are confirmed by WTTA; participation alone does not guarantee certification.