

Galileo Training

40

TRAINING HOURS

USD 140

FEE PER CANDIDATE

4

CURRICULUM UNITS

Programme purpose

Practise core Galileo reservation and passenger-servicing 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** Search availability and select an itinerary for a traveller brief.
- 02** Create, retrieve and update a practice passenger name record.
- 03** Prepare a fare quotation and explain its conditions.
- 04** Respond to a booking-change request using a structured workflow.

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

Galileo Training

- | | | |
|-----------|--|-------------|
| 01 | Availability and flight selling | 8 h |
| | Search availability and select an itinerary for a traveller brief. Check dates, routing and flight details before proceeding. | |
| | Topics: Workspace orientation; availability displays; flight selection; connections; itinerary accuracy. | |
| <hr/> | | |
| 02 | Passenger name records | 12 h |
| | Create, retrieve and update a practice passenger name record. Check passenger information and identify incomplete booking details. | |
| | Topics: Names and contacts; itinerary records; booking references; remarks; record review and completion. | |
| <hr/> | | |
| 03 | Fare quotation and ticketing | 10 h |
| | Prepare a fare quotation and explain its conditions. Demonstrate pre-ticketing checks in an authorised training setting. | |
| | Topics: Fare information; pricing practice; ticketing requirements; quotation accuracy; record checking. | |
| <hr/> | | |
| 04 | Changes, queues and itinerary servicing | 10 h |
| | Respond to a booking-change request using a structured workflow. Review queued work and prepare accurate traveller information. | |
| | Topics: Booking retrieval; amendments; queue handling; itinerary communication; follow-up and escalation. | |
-

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.