

# Galileo GDS (Expert level)

## Focus on Airline Reservation Functionality with full hands-on online Labs

Galileo Advance GDS course gives you the understanding of Reservation at various travel agencies, airlines, hotels and at the airports. In addition, you will get the complete 360° knowledge in operating Galileo GDS (Global Distribution System)

### COURSE OVERVIEW

This course will help you in all above titles mentioned, and after the course completion, you will be able to start your travel career, though it's a technical course, but practicing and watching it again and again will help you understand the Galileo GDS Course easily.

Change in date of Itinerary and PNR, SSR Request for travelers, encoding and decoding, Focal Shopping (Galileo Pricing Expert), and how to issue an e Ticket using ticketing command, are there for your learning, please

Make sure, you do not skip the classes or jump into other classes before learning the base of this course, the base of this course is the Airlines Coding and Airports coding including the Phonetics Alphabets, the base is the basics of this course, which will help you structure your Galileo GDS Knowledge, This course is designed up to Ticketing Entry Command and this will make the learners job ready in the field of Galileo Reservation and Galileo Ticketing only, please. This course is designed for non-IATA and IATA licensed both agencies, where learners will also learn which command is used to issue the ticket in Galileo, after learning all the special commands and entries of Galileo, please.

### WHAT YOU WILL LEARN

Subsequently, after completing this course you will be able to:

- Advise and help customers about the flight schedules
- Promote services and facilities available to airline passengers during their travel
- Provide good customer service at the airport such as check-in.
- Additionally, advise customers on passport and visa requirements and capturing the details into GDS for ease of border clearance
- Therefore, primarily, knowledge on usage of Global Distribution System to make and maintain reservations and issue travel documents

### COURSE DURATION

48 hours, in 12 days @ Monday, Wednesday, Friday from 17:30' to 20:45'

### DELIVERY FORMAT

Classroom OR live online (via Teams) OR Hybrid

### LOCATION

188 Syggrou Ave. Kallithea, Athens 17671 (classroom participation)

### COURSE OUTCOME

- Pre-Galileo Basics
- Galileo GDS Fare Display
- Galileo GDS Reservation
- Galileo GDS Pricing
- Galileo GDS Fare Quotations
- Galileo GDS Availability
- Galileo GDS Segmentation
- Galileo GDS Coding
- Galileo GDS Classes Change in Itinerary

## TRAVEL & TOURISM COURSES

- Galileo GDS Booking (Galileo GDS PNR Creation)
- Galileo GDS PNR making process
- Galileo GDS PNR cancellation
- Galileo GDS Classes Terms and Conditions
- Galileo GDS Fare Bases Penalties
- How to check Airlines Penalties
- How to Check No Show Fee using Galileo
- Change in Class and Date in Itinerary and PNR
- SSR Request in Galileo for Passenger Special Services, Encoding
- Encoding Decoding
- Focal Shopping (Galileo Pricing Expert)
- How to issue an e Ticket in Galileo

### PREREQUISITE

- Basic Computer Knowledge
- Good English Language Knowledge
- Interest in becoming travel agent

### COURSE CONTENT

- **Training Introduction**
  - Navigation Tutorial
- **Rudimentary Technology**
  - What is a GDS?
- **How to Operate the Galileo GDS**
  - System Basics
  - What is Galileo?
  - Galileo GDS Work Environment
  - Sign In
  - Sign Out
  - Encode and Decode
  - Questions on the Material
- **Timetables**
  - Timetable Displays, Return Timetable Displays
  - Questions on the Material
- **Basic Flight Schedules and Availability**
  - Flight Availability and Return Availability
  - Availability Change Entries
  - Flight Schedules
  - Flight Schedules and Flight Availability Comparison
  - Timetable to Availability and Availability to Timetable
  - Questions on the Material
- **Basic Flight Information**
  - Basic Flight Information
  - Questions on the Material
- **Basic Flight Reservations**
  - Flight Reservations from Availability
  - Questions on the Material
- **Basic PNR Concepts**
  - Basic PNR Retrieval
  - Basic PNR Interpretation
  - Questions on the Material
- **Basic PNR Creation**
  - Required PNR Data
  - Create Basic PNRs
  - Questions on the Material
- **Advanced PNR Concepts**
  - Advanced PNR Retrieval

## TRAVEL & TOURISM COURSES

- PNRs with Multiple Passenger Names
- PNRs with Remarks, OSI Messages, Addresses
- PNRs with SSR Messages, Frequent Flyer Data, Seating
- PNRs with Child, Infant, Unaccompanied Minor Passenger Data
- PNRs with Airline Record Locators
- PNR History
- Questions on the Material
- **Advanced PNR Creation**
  - Multiple Passenger Names
  - Child and Infant Names
  - Forms of Payment
  - Remarks
  - Messaging Overview
  - OSI Messages
  - Service Request SSR Messages
  - Frequent Flyer Elements
  - Security Information SSR Messages
  - Passenger Contact SSR and OSI Messages
  - Child Passenger SSR and OSI Messages
  - Fare Elements
  - Addresses
  - Associated Optional Services
  - Direct Book Associated Optional Services
  - Standalone Optional Services
  - Questions on the Material
- **Seating**
  - Seat Maps
  - Assign Specific Seats
  - Seat Assignment by Area Preference
  - Seating as an Optional Service
  - Change or Cancel Seat Assignments
  - Questions on the Material
- **Itinerary Changes and Cancellations**
  - Cancellations
  - Rebooking Flights from Availability
  - Rebooking Flights with New Booking Code or Date
  - Change Segment Status
  - Questions on the Material
- **Passenger Data Changes**
  - Delete Passenger Data
  - Change Passenger Data
  - Cancel Optional Services
  - Questions on the Material
- **Profiles**
  - Display Profiles
  - Create PNRs from Profiles
  - Questions on the Material
- **Advanced Flight Availability**
  - Introduction to Advanced Flight Availability and Availability Types
  - Dual City Pair Availability
  - Codeshares, Airline Alliances, and LCCs
  - Carrier Specific Availability
  - Carrier Preferred Availability
  - Advanced Flight Availability Routing Qualifiers
  - Advanced Flight Availability Update Entries

## TRAVEL & TOURISM COURSES

- Access Types and Indicators
- Direct Access Availability
- Building Connections and Minimum Connecting Times
- Questions on the Material
- **Advanced Flight Information**
  - Advanced Flight Information
  - Questions on the Material
- **Advanced Flight Reservations**
  - Direct Flight Booking
  - Priority Waitlist
  - Passive Segments
  - Ghost Segments
  - Open Segments
  - ARNK Segments
  - Questions on the Material
- **Advanced Changes and Cancellations**
  - Non-Homogeneous PNRs
  - Split a Party
  - Claim a PNR
  - Questions on the Material
- **Final ONLINE Examinations**
  - Exam — Airline Reservations, Pricing, Ticketing