



معهد التطوير للتأهيل العلمي  
Development Institute

for Science Center

amadeus

Your technology partner

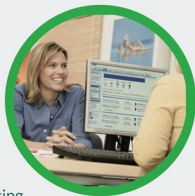


## Professional Certification in Amadeus

### Course Description

This Course is the ideal way to gain an Amadeus Global Distribution System (GDS/CRS) professional certification. Our training approach is hands on, using practical review which use scenarios that may occur in a Travel Agency. Training curriculum, materials and trainer skills are reviewed regularly. This ensures relevance to current industry practices. This course will give its participants an in depth understanding in the Amadeus system interface and how to use it to create bookings, it will also give knowledge regarding the Reservation maintenance specifically the skills in entering and updating Passenger Name Record (PNR) data with information such as special requests, seat assignments and frequent flyer account numbers, how to handle electronic ticketing and interpret paperless data.

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## Course Objectives

Upon successful completion of the course, the student:

- The Student understands the basics of the Amadeus GDS Command Page air, hotel and car availability and pricing.
- The Student can make reservations and choose the right fare for customer. (Air, hotel, car, hotel)
- The Student understands widely air traffic business, routes and regulations and understands the difference between airfares.

## Course Outline

Module 1: Introduction to Amadeus

Module 2: Amadeus Help and Information System

Module 3: Encoding, Decoding and Conversion Options

Module 4: Amadeus Air and Flight Information

Module 5: Passenger Name Record (PNR)

Module 6: Remarks, Service Requests

Module 7: Advance seating requests, seat maps and booking specific seats

Module 8: Amadeus Queues

Module 9: Amadeus Fares Quotes Displays, Notes and Routing

Module 10: Pricing of PNR and Itinerary

Module 11: Amadeus Central Ticketing

Module 12: Amadeus Automated Refunds and Reports

Module 13: Amadeus Hotel

Module 14: Amadeus Cars

Module 15: Amadeus Insurance

Module 16: Amadeus Quick Reference



## Inquire Today:

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