



Competency Based Learning Material (CBLM)

Reservation and Ticketing Level-2

Module: Interpreting Reservation and Ticketing Operations

CBLM Code: CBLM-OU-TH-RT-01-L2-V1



**National Skills Development Authority
Chief Advisor's Office
Government of the People's Republic of Bangladesh**

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This Competency Based Learning Materials (CBLM) on “Interpret Reservation and Ticketing Operations” under the “Reservation and Ticketing Level-2” qualification is developed based on the national competency standard approved by National Skills Development Authority (NSDA)

This document is to be used as a key reference point by the competency-based learning materials developers, teachers/trainers/assessors as a base on which to build instructional activities.

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Approved by the Authority meeting held on

How to use this Competency Based Learning Material (CBLM)

The module, Maintaining and enhancing professional & technical competency contains training materials and activities for you to complete. These activities may be completed as part of structured classroom activities or you may be required you to work at your own pace. These activities will ask you to complete associated learning and practice activities in order to gain knowledge and skills you need to achieve the learning outcomes.

1. Review the **Learning Activity** page to understand the sequence of learning activities you will undergo. This page will serve as your road map towards the achievement of competence.
2. Read the **Information Sheets**. This will give you an understanding of the jobs or tasks you are going to learn how to do. Once you have finished reading the **Information Sheets** complete the questions in the **Self-Check**.
3. **Self-Checks** are found after each **Information Sheet**. **Self-Checks** are designed to help you know how you are progressing. If you are unable to answer the questions in the **Self-Check** you will need to re-read the relevant **Information Sheet**. Once you have completed all the questions check your answers by reading the relevant **Answer Keys** found at the end of this module.
4. Next move on to the **Job Sheets**. **Job Sheets** provide detailed information about *how to do the job* you are being trained in. Some **Job Sheets** will also have a series of **Activity Sheets**. These sheets have been designed to introduce you to the job step by step. This is where you will apply the new knowledge you gained by reading the Information Sheets. This is your opportunity to practise the job. You may need to practise the job or activity several times before you become competent.
5. Specification **sheets**, specifying the details of the job to be performed will be provided where appropriate.
6. A review of competency is provided on the last page to help remind if all the required assessment criteria have been met. This record is for your own information and guidance and is not an official record of competency

When working through this Module always be aware of your safety and the safety of others in the training room. Should you require assistance or clarification please consult your trainer or facilitator.

When you have satisfactorily completed all the Jobs and/or Activities outlined in this module, an assessment event will be scheduled to assess if you have achieved competency in the specified learning outcomes. You will then be ready to move onto the next Unit of Competency or Module

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Module Content

| | |
|---------------------------|---|
| Unit of Competency | Interpret Reservation and Ticketing Operations |
| Unit Code | OU-TH-RT-01-L2-V1 |
| Module Title | Interpreting Reservation and Ticketing Operations |
| Module Descriptor | <p>This module covers the knowledge, skills, and attitudes required to Interpret Reservation and Ticketing Operations.</p> <p>It specifically includes recognizing the general issues of reservation and ticketing, identifying the organizations related to reservation and ticketing, interpreting Radio Alphabet, interpreting terminologies used in reservation and ticketing and listing the job responsibilities of Reservation and ticketing personnel.</p> |
| Nominal Hours | 40 Hours |
| Lerning Outcome | <p>After completing the practice of the module, the trainees will be able to perform the following jobs:</p> <ol style="list-style-type: none"> 1. Recognize the general issues of reservation and ticketing 2. Identify the organizations related to reservation and ticketing 3. Interpret Radio Alphabet 4. Interpret terminologies used in reservation and ticketing 5. List the job responsibilities of reservation and ticketing personnel |

Assessment Criteria

1. Reservation and ticketing is defined
2. Requirements of reservation is recognized
3. Areas of reservation and ticketing are interpreted
4. Process flow chart of reservation and ticketing are recognized Production processes are interpreted as per fabric categories
5. Organizations related to reservation and ticketing are identified
6. Role and activities of each organization are interpreted and listed
7. Concept of Radio alphabet is interpreted as per standard procedure
8. Examples of alphabets are practiced as per industry standard
9. Radio alphabet is used as per workplace standard

Learning Outcome 1: Recognize the general issues of reservation and ticketing

| | |
|--------------------------|--|
| Assessment Criteria | <ol style="list-style-type: none"> 1. Reservation and ticketing is defined 2. Requirements of reservation is recognized 3. Areas of reservation and ticketing are interpreted 4. Process flow chart of reservation and ticketing are recognized <p>Production processes are interpreted as per fabric categories</p> |
| Conditions and Resources | <ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. Gds Version softwear 9. White board and marker 10. Audio Video Device |
| Contents | <ol style="list-style-type: none"> 1. Reservation and ticketing 2. Requirements of reservation 3. Areas of reservation and ticketing 4. Process flow chart of reservation and ticketing 5. Production processes |
| Activities/job/Task | <ol style="list-style-type: none"> 1. Identify the Process of reservation and ticketing |
| Training Methods | <ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming |
| Assessment Methods | <p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning |

Learning Experience 1: Recognize the general issues of reservation and ticketing

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

| Learning Activities | Recourses/Special Instructions |
|---|--|
| 1. Trainee will ask the instructor about about the learning materials | 1. Instructor will provide the learning materials ‘Recognize the general issues of reservation and ticketing’ |
| 2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Recognize the general issues of reservation and ticketing” | 2. Read Information sheet 1: Recognize the general issues of reservation and ticketing 3. Answer Self-check 1: Recognize the general issues of reservation and ticketing 4. Check your answer with Answer key 1: Recognize the general issues of reservation and ticketing |
| 3. Read the Job/Task Sheet and Specification Sheet and perform job/Task | 5. Job/Task Sheet and Specification Sheet Job Sheet-1.1: Identify the Process of reservation and ticketing |

Information Sheet 1: Recognize the general issues of reservation and ticketing

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 1.1. Reservation and ticketing
- 1.2. Requirements of reservation
- 1.3. Areas of reservation and ticketing
- 1.4. Process flow chart of reservation and ticketing

1.1. Reservation and ticketing

Reservation and ticketing are fundamental components of numerous industries, from hospitality and transportation to entertainment and events. These processes underpin the efficient management of resources, customer satisfaction, and revenue generation. While often interconnected, reservation and ticketing serve distinct purposes within an organization.

Reservation: Securing a Future Commitment

A reservation is a formal request to hold a specific resource, service, or product for future use. It involves a commitment from both the customer and the provider. The customer agrees to utilize the reserved item at a predetermined time, while the provider guarantees its availability.

Key elements of a reservation system:

- **Inventory management:** Accurate tracking of available resources (e.g., hotel rooms, airline seats, concert tickets) is essential to prevent overbooking.
- **Customer information:** Collecting and storing customer details (name, contact information, preferences) is crucial for personalized service and communication.
- **Payment processing:** Integration with payment gateways allows for secure and efficient transaction handling.
- **Confirmation and reminders:** Generating timely confirmations and reminders helps to reduce no-shows and optimize resource utilization.
- **Cancellation and modification:** Providing options for customers to cancel or modify reservations is essential for flexibility and customer satisfaction.
- **Industries reliant on reservations:**
 - **Hospitality:** Hotels, resorts, and vacation rentals heavily rely on reservation systems to manage room availability, guest information, and payment processing.

- Transportation: Airlines, railways, and rental car companies utilize reservation systems to allocate seats, vehicles, and travel itineraries.
- Restaurants: Online reservation platforms and phone-based systems help restaurants manage table availability and customer preferences.
- Events and entertainment: Venues, concert promoters, and event organizers use reservation systems to sell tickets, manage seating arrangements, and track attendance.

Ticketing: Facilitating Access and Control

Ticketing is the process of issuing documents or electronic records that grant access to an event, service, or facility. Tickets serve as proof of purchase and often include details such as the event date, time, location, and the customer's name.

Types of tickets:

- Event tickets: Used for concerts, sports events, theater performances, and other live entertainment.
- Transportation tickets: Issued for flights, trains, buses, and other modes of transportation.
- Admission tickets: Granted access to museums, theme parks, and other attractions.
- Electronic tickets: Digital representations of physical tickets, often delivered via email or mobile devices.
- Public Transport Tickets: Passenger tickets for public transport such as air, bus, train, metro, trolley, ferry etc.
- Movie Theatre or Museum Tickets: Tickets to visit a movie theatre or museum.
- Concert or Event Tickets: Tickets for music concerts, sporting events, campuses, seminars, initiatives, fairs, marketing events etc.
- Travel Tickets: Travel tickets for flights, cruises, cruises, travel packages, hotel bookings etc.
- Class Tickets: Educational tickets for courses, trainings, seminars, workshops, webinars etc.
- Other tickets: family or private events, theme parks, resorts, competitions of various sizes, Tickets for entertainment events etc.
-

Key components of a ticketing system:

- Inventory management: Tracking ticket availability, pricing, and seating arrangements.
- Sales and distribution: Selling tickets through various channels (online, box office, retail outlets).
- Order processing: Handling ticket purchases, payments, and customer information.
- Ticket delivery: Issuing tickets to customers in a secure and efficient manner.
- Access control: Verifying ticket authenticity and granting entry to events or venues.

Industries utilizing ticketing systems:

- Entertainment: The entertainment industry relies heavily on ticketing for concerts, theater performances, and sporting events.
- Transportation: Airlines, railways, and public transit systems use ticketing for fare collection and passenger management.
- Attractions: Theme parks, museums, and zoos employ ticketing to control visitor numbers and generate revenue.
- Events: Conferences, trade shows, and festivals utilize ticketing for attendee registration and access control.
- Integration of Reservation and Ticketing

In many cases, reservation and ticketing systems are integrated to provide a seamless customer experience. For example, when booking a flight, customers often have the option to reserve a hotel room or rental car simultaneously. This integration benefits both customers and businesses by streamlining the booking process and increasing revenue opportunities.

Key benefits of integration:

- Enhanced customer experience: Provides a one-stop shop for travel and event planning.
- Increased sales opportunities: Cross-selling and upselling become more effective.
- Improved data management: Centralized customer information and transaction data.
- Optimized resource allocation: Better utilization of inventory across different services.
- Challenges and Trends in Reservation and Ticketing

The reservation and ticketing industry is constantly evolving, facing new challenges and opportunities. Some of the key trends and challenges include:

- Digital transformation: The shift towards online and mobile booking platforms.
- Customer expectations: Increasing demands for personalized experiences and seamless service.
- Data privacy and security: Protecting customer information from cyber threats.
- Dynamic pricing: Adjusting prices based on demand and other factors.
- Mobile ticketing: The growing popularity of digital tickets accessed via smartphones.
- Scalability: Handling fluctuations in demand, especially during peak seasons.

Reservation and ticketing are essential functions for businesses operating in various industries. By understanding the core concepts and the integration of these processes, organizations can optimize their operations, enhance customer satisfaction, and drive revenue growth. As technology continues to advance, the reservation and ticketing landscape will undoubtedly evolve, presenting new challenges and opportunities for innovation.

1.2. Requirements of reservation

Passenger Name , Tentative travel date ,Where client wish to travel from & Travel to, where he/she stay ,Nature of travel, Passenger contact number, Age, Gender, Passenger Title, Type of passenger (Ault, Child, Infant, Senior citizen, special passenger etc.,) email address, resident address etc.,

Seat Booking

Paying for a seat, ticket or table in advance is considered Booking. People would book anything in the fear of those not being available when necessary. Cambridge Dictionary Definition: “An arrangement you make to have a hotel room, tickets, etc., at a particular time in the future.”

A confirmed ticket means that you have a reserved seat on the flight and you can check-in online or at the airport. An unconfirmed ticket means that you have a tentative booking but you need to confirm it with the airline or the travel agent before the deadline

Ancillary booking: Ancillary service means any service related to air travel provided by a carrier, for a fee, beyond passenger air transportation (the transport of the passenger on an aircraft from one location to another excluding optional services such as baggage, internet, and advance seat assignment) Also known as Optional Services. An ancillary service is any additional special service request (SSR) that can be requested to enhance a flight journey. Ancillary services allow you to book additional items related to a flight such as lounge access, baggage, meals, and paid seats.

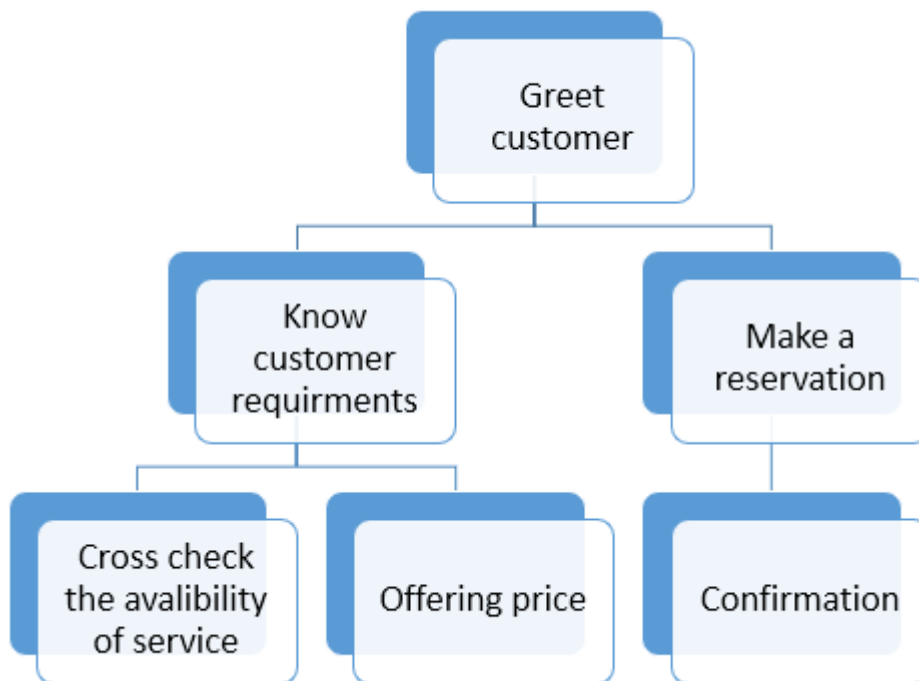
Check-in & boarding: The check-in process at airports enables passengers to confirm they will be on the correct flight, obtain a boarding pass, possibly select their seat (if hasn't happened already and is allowed by airline), and check in luggage onto a plane, if desired.

Baggage Reclaim: the area in an airport where arriving passengers collect luggage that has been transported in the hold of the aircraft. The place at an airport where you get your bags, cases, etc. again after you have flown. The baggage reclaim hall.

1.3. Areas of reservation and ticketing

1. Public Transport Reservation & Ticketing: Passenger Reservation and tickets for public transport such as air, bus, train, metro, trolley, ferry etc.
2. Accommodation Reservation: Guest hospital facilities covered room, bed, lodge, studio apartment, etc
3. Movie Theatre or Museum Reservation & Ticketing: Tickets to visit a movie theatre or museum.
4. Concert or Event Reservation & Ticketing: Tickets for music concerts, sporting events, campuses, seminars, initiatives, fairs, marketing events etc.
5. Travel Reservation & Ticketing: Travel tickets for flights, cruises, cruises, travel packages, hotel bookings etc.
6. Class Reservation & Ticketing: Meeting, Incentives, Conference and Exhibitions (MICE Educational tickets for courses, trainings, seminars, workshops, webinars etc.
7. Other Reservation & Ticketing: Meet and Greet Services, family or private events, theme parks, resorts, competitions of various sizes, Tickets for entertainment events etc.

1.4. Process flow chart of reservation and ticketing



1. Greet Customer:

- Welcome the customer and establish initial contact.

2. Know Customer Requirements:

- Gather information about the customer's desired service (e.g., flight, hotel, event ticket).
- Determine the specific needs, preferences, and constraints of the customer.

3. Cross-Check Availability:

- Verify the availability of the requested service for the desired dates and times.
- Check for any restrictions or limitations that may affect the booking.

4. Offering Price:

- Calculate the total cost of the service, including any additional fees or taxes.
- Present the price to the customer, explaining any relevant charges or discounts.

5. Confirmation:

- Obtain the customer's approval for the reservation or ticket purchase.
- Confirm the customer's contact information and payment details.

6. Make a Reservation:

- Create a reservation record in the system, including all relevant details.
- Issue a ticket or confirmation document to the customer.
- Provide any necessary instructions or information regarding the reservation.

Self-Check Sheet - 1: Recognize the general issues of reservation and ticketing

Questions

1. What does a reservation mean?
2. What does a Ticketing mean?
3. Write down requirements of Reservation?
4. What is Seat booking?
5. What does a confirmed ticket mean?
6. Write down area of reservation and ticketing?
7. Which five elements of question identify the target audience of the Industry?
Answer

Answer Key - 1: Recognize the general issues of reservation and ticketing

1. What does a reservation mean?

Answer: Reservation is a process of buying or selling a service or product, which is used in various fields. It generally applies to hotels, restaurants, transportation, flights, trains, buses, visas, parks and other services or products. Through reservation, users can use their desired service or product and ensure the required facilities. Reservation is primary file.

2. What does a Ticketing mean?

Answer: Ticketing is the process of ordering or purchasing tickets for various events, competitions or tours, travels. This can be applied online or offline by ordering tickets for hotel rooms, travel, concerts, movies, sports, or other events. Ticketing is final file.

3. Write down requirements of Reservation

Answer : Requirement of Reservation are:

- Passenger Name,
- Tentative travel date,
- Where client wish to travel from & Travel to,
- where he/she stay,
- Nature of travel,
- Passenger contact number,
- Age,
- Gender,
- Passenger Title,
- Type of passenger (Ault, Child, Infant, Senior citizen, special passenger etc.)
- email address, resident address etc

4. What is Seat booking?

Answer: Paying for a seat, ticket or table in advance is considered Booking. People would book anything in the fear of those not being available when necessary. Cambridge Dictionary Definition: “An arrangement you make to have a hotel room, tickets, etc., at a particular time in the future.”

5. What does a confirmed ticket mean?

Answer: A confirmed ticket means that you have a reserved seat on the flight and you can check-in online or at the airport. An unconfirmed ticket means that you have a tentative booking but you need to confirm it with the airline or the travel agent before the deadline.

6. Write down area of reservation and ticketing?

Answer: Area of Reservation & Ticketing are:

1. Public Transport Reservation & Ticketing: Passenger Reservation and tickets for public transport such as air, bus, train, metro, trolley, ferry etc.
2. Accommodation Reservation: Guest hospital facilities covered room, bed, lodge, studio apartment, etc
3. Movie Theatre or Museum Reservation & Ticketing: Tickets to visit a movie theatre or museum.
4. Concert or Event Reservation & Ticketing: Tickets for music concerts, sporting events, campuses, seminars, initiatives, fairs, marketing events etc.
5. Travel Reservation & Ticketing: Travel tickets for flights, cruises, cruises, travel packages, hotel bookings etc.
6. Class Reservation & Ticketing: Meeting, Incentives, Conference and Exhibitions (MICE Educational tickets for courses, trainings, seminars, workshops, webinars etc.
7. Other Reservation & Ticketing: Meet and Greet Services, family or private events, theme parks, resorts, competitions of various sizes, Tickets for entertainment events etc.

7. Which five elements of question identify the target audience of the Industry?

Answer: In order to determine your market segmentation strategy, you should at minimum be able to answer these five elemental questions:

- Who is your client?
- Where is your client located?
- What is your client interested in?
- How would you introduce your product to that client?
- Why would certain segments be interested or not interested in your products?

Job Sheet-1.1: Identify the Process of reservation and ticketing

Working Procedure:

1. See the CBLM
2. Write Down the Process of Reservation and Ticketing

Specification Sheet-1.1: Identify the Process of reservation and ticketing

Necessary Materials

| Sl. No | Name of Materials | Specification | Unit | Quantity |
|--------|-------------------|--------------------|------|----------|
| 1. | Paper | Standard A4 size | Ream | 1 |
| 2. | Pens | Blue and black ink | Pack | 1 |

Learning Outcome 2: Identify the organizations related to reservation and ticketing

| | |
|--------------------------|---|
| Assessment Criteria | <ol style="list-style-type: none"> 1. Organizations related to reservation and ticketing are identified 2. Role and activities of each organization are interpreted and listed |
| Conditions and Resources | <ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. White board and marker 9. Audio Video Device |
| Contents | <ol style="list-style-type: none"> 1. Organizations related to reservation and ticketing Role and activities of each organization |
| Activities/job/Task | <ol style="list-style-type: none"> 1. Identify International Organization to reservation and ticketing from Description |
| Training Methods | <ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming |
| Assessment Methods | <p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning |

Learning Experience 2: Identify the organizations related to reservation and ticketing

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

| Learning Activities | Recourses/Special Instructions |
|---|--|
| 1. Trainee will ask the instructor about about the learning materials | 1. Instructor will provide the learning materials ‘Identify the organizations related to reservation and ticketing’ |
| 2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Identify the organizations related to reservation and ticketing” | 2. Read Information sheet 2: Identify the organizations related to reservation and ticketing 3. Answer Self-check 2: Identify the organizations related to reservation and ticketing 4. Check your answer with Answer key 2: Identify the organizations related to reservation and ticketing |
| 3. Read the Job/Task Sheet and Specification Sheet and perform job/Task | 5. Job/Task Sheet and Specification Sheet Job Sheet 02: Identify International Organization to reservation and ticketing from Description |

Information Sheet 2: Identify the organizations related to reservation and ticketing

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 2.1. Organizations related to reservation and ticketing
- 2.2. Role and activities of each organization

2.1. Organizations related to reservation and ticketing

The reservation and ticketing industry involve a complex network of organizations working together to facilitate travel and event attendance. These organizations can be broadly categorized into the following:

Primary Players



- **Airlines:** Central to the industry, airlines handle flight reservations, ticketing, and passenger management.
- **Travel Agencies:** Intermediaries that assist customers in booking flights, hotels, and other travel components.
- **Online Travel Agencies (OTAs):** Digital platforms that offer a wide range of travel products and services.
- **Global Distribution Systems (GDS):** Technology platforms connecting travel suppliers (airlines, hotels, car rentals) with travel sellers (travel agencies, OTAs).
- **Hotels and Accommodation Providers:** Offer lodging options and manage reservations through their own systems or through intermediaries.
- **Car Rental Companies:** Provide vehicle rental services and manage reservations through their own systems or through intermediaries.
- **Cruise Lines:** Offer cruise packages and manage reservations for cabins and onboard activities.
- **Event Organizers and Venues:** Manage ticket sales for concerts, sports events, conferences, and other events.
- **Ticket Brokers:** Resell tickets for popular events, often at premium prices.
- **Payment Gateways:** Process electronic payments for reservations and tickets.

Supporting Organizations

- **Destination Marketing Organizations (DMOs):** Promote tourism destinations and assist with travel planning.
- **Tourist Boards:** Government agencies responsible for promoting tourism within a region.
- **Airline Alliances:** Groups of airlines that cooperate to offer joint benefits to passengers.
- **Hotel Chains:** Groups of hotels with a common brand and shared management.
- **Car Rental Chains:** Groups of car rental companies with a common brand and shared management.
- **Technology Providers:** Develop and implement reservation and ticketing systems for travel companies.
- **Data Analytics Firms:** Provide data-driven insights to optimize pricing, inventory management, and customer targeting.






2.2. Role and activities of related organization

International Organizations


| Organization | Logo | Roles & Responsibilities |
|---|---|--|
| ICAO (International Civil Aviation Organization) |  | Promotes safe and orderly development of civil aviation; sets standards and regulations for aviation safety, security, and environment |
| IATA (International Air Transport Association) |  | Promotes systemic, safe, and economic air transport; acts as a price setting body for international airfare; regulates the shipping of dangerous goods; administers worldwide billing and settlement plans |

| | | |
|---|---|---|
| <p>UFTAA (Universal Federation of Travel Agents Associations)</p> |  | <p>Promotes development and expansion of travel and tourism; acts as a negotiating body for travel agents</p> |
|---|---|---|

National Organizations (Bangladesh)

| Organization | Logo | Roles & Responsibilities |
|---|---|--|
| <p>Ministry of Civil Aviation and Tourism (MOCAT)</p> |  | <p>Formulates national policies and programs for civil aviation and tourism; regulates airlines and tourism industry</p> |
| <p>Bangladesh Parjatan Corporation (BPC)</p> |  | <p>Promotes tourism industry in Bangladesh; develops tourism infrastructure and facilities</p> |
| <p>Bangladesh Tourism Board (BTB)</p> |  | <p>Promotes tourism and provides training; develops marketing strategies for tourism</p> |
| <p>Civil Aviation Authority of Bangladesh (CAAB)</p> |  | <p>Regulates all aviation-related activities in Bangladesh; ensures safe and efficient air services</p> |
| <p>Biman Bangladesh Airlines</p> |  | <p>National flag carrier of Bangladesh; provides passenger and cargo services</p> |

Other Organizations (Bangladesh)

| Organization | Logo | Roles & Responsibilities |
|---|---|--|
| Association of Travel Agents of Bangladesh (ATAB) |  | Represents travel agents in Bangladesh; provides training for travel industry professionals |
| Tour Operators Association of Bangladesh (TOAB) |  | Promotes sustainable development of tourism industry; represents interests of tour operators |

Airlines

- Definition: Companies that provide air transport services for passengers and freight.
- History: Briefly covers the evolution of aviation from early ideas to the Wright brothers' successful flight in 1903.
- Scope: Covers the different aspects involved in airlines, including aircraft manufacture, airport operation, support services, and types of airlines (scheduled, non-scheduled, passenger, cargo, etc.).

Travel Agencies

- Importance: Explains the role of travel agencies in tourism and their function as intermediaries between consumers and travel suppliers.
- Types: Mentions two main types - Retail and Wholesales.
- Functions: Lists various services offered by travel agencies, including information, ticketing, visa assistance, tour packages, reservations, and more.

General Sales Agents (GSAs)

- Definition: Agents authorized by airlines to sell tickets and assist with travel needs.
- Roles & Responsibilities: Highlights key points like regional expertise, market development, sales & marketing, and customer service.
- Advantages & Challenges: Discusses the benefits and drawbacks of using GSAs.
- Best Practices: Provides tips for working effectively with GSAs.

Passenger Sales Agents (PSAs)

- Briefly mentions PSAs as agencies handling airline sales and ticketing in specific regions.
- Passenger Service Agents: Briefly touches on the role of PSAs in assisting passengers at airports, handling bookings, and ensuring their safe travel.



Self-Check Sheet - 2: Identify the organizations related to reservation and ticketing

Questions

1. What does ICAO stand for?
Answer:
2. Write down aim of IATA?
Answer:
3. Write down function of ICAO?
Answer :
4. How many type of IATA Member?
Answer:
5. What is stand for BSP?
Answer:
6. What is UFTAA?
Answer :
7. Write down Ministry of Civil Aviation and Tourism Goal and Objective?
Answer :
8. Write Down the objective of Bangladesh Parjatan Corporation?
Answer :
9. What is Bangladesh Tourism Board?
Answer :
10. What is stand for CAAB?
Answer :

Answer Key - 2: Identify the organizations related to reservation and ticketing

1. What does ICAO stand for?

Answer: ICAO stands for the International Civil Aviation Organization.

2. Write down aim of IATA?

Answer: Its aim is to promote systemic, safe, and economic air transport, to faster air commerce, and to provide means for collaboration among air transport enterprise. IATA plays a very important role in airline industry. Its major purpose being to ensure that airline traffic worldwide moves with greatest possible speed, safety, convenience and efficiency and with utmost economy.

3. Write down function of ICAO?

Answer: ICAO council adopts standard and recommended practices concerning air navigation, its infrastructure, and flight inspection, prevention of unlawful interference and facilitation of border-crossing procedures for international civil aviation. In addition the ICAO defines the protocols for air accident investigation followed by transport safety authorities in country signatory to the convention on international civil aviation, commonly known as the Chicago convention.

4. How many types of IATA Member?

Answer: Three type of IATA member:

i) Active Member ii) Associated Member iii) Allied Member

5. What is stand for BSP?

Answer: BSP is Billing and Settlement Plan (BSP).

6. What is UFTAA?

Answer: UFTA is Universal Federation of Travel Agents Associations is an association of travel agents and tour operators. The Universal Federation of Travel Agent Association plays an important role in the promotion and development of travel and tourism and its products.

7. Write down Goal and Objectives of Ministry of Civil Aviation and Tourism?

Answer : Ministry of Civil Aviation and Tourism Goal and Objective:

- A. through this ministry to highlight the nature, history, heritage, culture and culture of Bangladesh through the tourism industry;
- B. to develop suitable and skilled human resources to raise the tourism sector to international standards;
- C. to develop the tourism industry as the most foreign exchange earning sector ;
- D. Promoting the tourist attractions of Bangladesh globally and establishing it as a 'tourist destination' in the world;
- E. Branding the country of Bangladesh abroad through Biman Bangladesh Airlines;

- F. Developing Biman as an efficient, dynamic and commercial organization to survive in the competitive aviation business to build.
- G. To ensure the participation of this Ministry in order to build a better and prosperous country, above all a peaceful world.

8. Write Down the objective of Bangladesh Parjatan Corporation?

Answer: Bangladesh Parjatan Corporation is a statutory board under the Ministry of Civil Aviation & Tourism of Bangladesh. BPC Objective:

- A. Develop BPC as an advanced competent authority that will regulate/facilitate the promotion of tourism industry in Bangladesh;
- B. To develop and maintain international quality tourism and other facilities;
- C. Engaging governments and encouraging private sector initiatives in building physical infrastructure such as roads, railways, airways and waterways for ease of travel;
- D. Ensuring the safety of tourists;
- E. Initiatives to facilitate visa and immigration procedures for tourists;
- F. Encouraging poverty-friendly tourism through effective community participation;
- G. Engaging the women community for financial solvency and empowerment;
- H. To promote nature and anthropological based eco-tourism;
- I. Refinement, creation of new jobs, poverty alleviation and social welfare enhancement through tourism activities;
- J. Increasing the marketing of tourism elements at home and abroad;
- K. To develop human resources in the tourism industry;
- L. Building strong public-private partnerships in the tourism industry;
- M. Developing and maintaining close relationships with regional and international competitors in the tourism industry;
- N. Privatization of commercial units to encourage private investment in the tourism sector.

9. What is Bangladesh Tourism Board?

Answer: The Bangladesh Tourism Board is the national tourism organisation of Bangladesh, responsible for promoting tourism and providing necessary training. It's located in Dhaka, Bangladesh.

10. What is stand for CAAB?

Answer : Civil Aviation Authority of Bangladesh

Job Sheet-2: Identify International Organization to reservation and ticketing from Description

Working Procedure:

- 1. Write down the name of the International Organization from the given below table's information**

| Organization | Roles & Responsibilities |
|--------------|--|
| | Promotes safe and orderly development of civil aviation; sets standards and regulations for aviation safety, security, and environment |
| | Promotes systemic, safe, and economic air transport; acts as a price setting body for international airfare; regulates the shipping of dangerous goods; administers worldwide billing and settlement plans |
| | Promotes development and expansion of travel and tourism; acts as a negotiating body for travel agents |

Specification Sheet-2: Identify International Organization to reservation and ticketing from Description

Necessary Materials

| Sl. No | Name of Materials | Specification | Unit | Quantity |
|---------------|--------------------------|----------------------|-------------|-----------------|
| 1. | Paper | Standard A4 size | Ream | 1 |
| 2. | Pens | Blue and black ink | Pack | 1 |

Learning Outcome 3: Interpret Radio Alphabet

| | |
|--------------------------|---|
| Assessment Criteria | <ol style="list-style-type: none"> 1. Concept of Radio alphabet is interpreted as per standard procedure 2. Examples of alphabets are practiced as per industry standard 3. Radio alphabet is used as per workplace standard |
| Conditions and Resources | <ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. White board and marker 9. Audio Video Device |
| Contents | <ol style="list-style-type: none"> 1. Radio alphabet 2. Examples of Radio alphabet 3. Using Radio alphabet |
| Activities/job/Task | <ol style="list-style-type: none"> 1. Use radio alphabet |
| Training Methods | <ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming |
| Assessment Methods | <p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning |

Learning Experience 3: Interpret Radio Alphabet

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

| Learning Activities | Recourses/Special Instructions |
|--|---|
| 1. Trainee will ask the instructor about about the learning materials | 1. Instructor will provide the learning materials 'Interpret Radio Alphabet' |
| 2. Read the Information sheet and complete the Self Checks & Check answer sheets on "Interpret Radio Alphabet" | 1. Read Information sheet 3: Interpret Radio Alphabet 2. Answer Self-check 3: Interpret Radio Alphabet 3. Check your answer with Answer key 3: Interpret Radio Alphabet |
| 3. Read the Job/Task Sheet and Specification Sheet and perform job/Task | 1. Job/Task Sheet and Specification Sheet Job Sheet-3: Use Radio Alphabet |

Information Sheet 3: Interpret Radio Alphabet

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 3.1. Concept of Radio alphabet
- 3.2. Examples of alphabets
- 3.3. Using Radio Alphabet

3.1. Concept of Radio Alphabet

The radio alphabet, also known as the phonetic alphabet, is a standardized set of words used to represent the letters of the alphabet in verbal communication. It is a crucial tool for clear and accurate communication, particularly in environments with background noise, interference, or language barriers.

Origins and Development

The concept of using standardized words to represent letters dates back to the early days of telegraphy. The International Telecommunication Union (ITU) introduced one of the earliest phonetic alphabets in the late 19th century. However, it wasn't until World War II that the need for a more robust and widely accepted system became apparent.

The United States and the United Kingdom independently developed their phonetic alphabets for military use. These alphabets aimed to reduce errors in transmitting critical information over radio frequencies. Recognizing the importance of a standardized system, the North Atlantic Treaty Organization (NATO) adopted a unified phonetic alphabet in 1956, which subsequently became the international standard.

Purpose and Importance

The primary purpose of the radio alphabet is to prevent misunderstandings and errors in verbal communication, especially in challenging conditions. By using words that are distinct and easily distinguishable, the radio alphabet minimizes the chances of misinterpreting letters or numbers.

Key characteristics of the radio alphabet:

- Each letter is represented by a unique word.
- Words are chosen for their clarity and distinctness.
- Used primarily in verbal communication, especially in noisy environments.

- Essential for accurate and efficient communication in various industries, including aviation, maritime, and reservation and ticketing.

Key benefits of using the radio alphabet:

- **Clarity:** The distinct sounds of the words reduce ambiguity and confusion.
- **Accuracy:** It helps to ensure that information is transmitted correctly, even in noisy environments.
- **Efficiency:** By using standardized words, communication becomes faster and more efficient.
- **Global Understanding:** The widespread adoption of the NATO phonetic alphabet facilitates communication across different languages and cultures.

Applications of the Radio Alphabet

The radio alphabet is widely used in various industries and professions where clear and precise communication is essential:

- **Aviation:** Pilots and air traffic controllers use the radio alphabet to exchange critical information, such as flight numbers, altitudes, and coordinates.
- **Maritime:** Ships and shore stations employ the radio alphabet for communication, including vessel identification, positions, and weather reports.
- **Military:** The military relies heavily on the radio alphabet for secure and accurate communication in tactical operations.
- **Emergency Services:** Police, fire, and ambulance services use the radio alphabet to convey information clearly and efficiently during emergencies.
- **Reservation and Ticketing:** In the travel industry, the radio alphabet can be used to clarify passenger names, flight numbers, and other details.

Challenges in Using the Radio Alphabet

While the radio alphabet is a valuable tool, there are some challenges associated with its use:

- **Memorization:** Remembering all 26 words and their corresponding letters can be time-consuming.
- **Cultural Differences:** Some languages may have words that sound similar to the radio alphabet words, potentially causing confusion.
- **Technical Difficulties:** Noise or interference can still affect communication, even when using the radio alphabet.

Overcoming Challenges

To overcome these challenges, regular practice and training are essential. It is also important to be aware of potential language-related issues and adapt the use of the radio alphabet

accordingly. In addition, the use of clear pronunciation and enunciation can significantly improve communication effectiveness.

3.2. Examples of Radio Alphabet

The following table provides a standard radio alphabet with corresponding words:

| Letter | Word |
|---------------|-------------|
| A | Alpha |
| B | Bravo |
| C | Charlie |
| D | Delta |
| E | Echo |
| F | Foxtrot |
| G | Golf |
| H | Hotel |
| I | India |
| J | Juliet |
| K | Kilo |
| L | Lima |
| M | Mike |
| N | November |
| O | Oscar |
| P | Papa |
| Q | Quebec |
| R | Romeo |
| S | Sierra |
| T | Tango |
| U | Uniform |

| | |
|---|---------|
| V | Victor |
| W | Whiskey |
| X | X-ray |
| Y | Yankee |
| Z | Zulu |

3.3. Using Radio Alphabet

The radio alphabet is used in various ways within the reservation and ticketing industry:

- **Spelling Names and Places:** When providing or confirming passenger names, addresses, or destinations, using the radio alphabet ensures accuracy. For example, the name "Ahmed" would be transmitted as "Alpha, Hotel, Mike, Echo, Delta".
- **Conveying Numbers:** Numbers can be transmitted using the radio alphabet for clarity, especially when dealing with long numbers or codes. For example, the flight number "BG1234" would be transmitted as "Bravo, Golf, One, Two, Three, Four".
- **Clarifying Information:** In case of misunderstandings or unclear information, the radio alphabet can be used to reconfirm details. For example, if a passenger's booking reference is unclear, the agent can request it to be spelled out using the radio alphabet.
- **Emergency Communications:** In emergency situations, clear and concise communication is crucial. The radio alphabet can be used to convey essential information accurately and quickly.

Conclusion

The radio alphabet is a valuable tool for effective communication in the reservation and ticketing industry. By mastering its use, professionals can enhance accuracy, prevent misunderstandings, and improve overall efficiency. Consistent practice is essential to develop proficiency in using the radio alphabet.

Self-Check Sheet - 3: Interpret Radio Alphabet

Multiple Choice Questions

1. What is the primary purpose of the radio alphabet?

- A) To reduce typing errors
- B) To improve verbal communication clarity
- C) To enhance visual signals
- D) To simplify written documentation

2. Which organization adopted the NATO phonetic alphabet as the international standard in 1956?

- A) International Telecommunication Union (ITU)
- B) United Nations (UN)
- C) North Atlantic Treaty Organization (NATO)
- D) World Health Organization (WHO)

3. Which of the following is NOT a benefit of using the radio alphabet?

- A) Clarity in communication
- B) Reduced ambiguity
- C) Enhanced document formatting
- D) Global understanding

4. In which industry is the radio alphabet NOT commonly used?

- A) Aviation
- B) Maritime
- C) Military
- D) Culinary Arts

5. What challenge might arise when using the radio alphabet in communication?

- A) Too many phonetic words
- B) Noise or interference
- C) Overly complex spelling
- D) Lack of words

Short Questions

1. Explain the role of the radio alphabet in the aviation industry.

Answer:

2. What are some challenges associated with using the radio alphabet, and how can they be overcome?

Answer:

3. List and define three key benefits of using the radio alphabet.

Answer:

Answer Key - 3: Interpret Radio Alphabet

Questionnaire

1. What is the primary purpose of the radio alphabet?

- A) To reduce typing errors
- B) To improve verbal communication clarity
- C) To enhance visual signals
- D) To simplify written documentation

Answer: B) To improve verbal communication clarity

2. Which organization adopted the NATO phonetic alphabet as the international standard in 1956?

- A) International Telecommunication Union (ITU)
- B) United Nations (UN)
- C) North Atlantic Treaty Organization (NATO)
- D) World Health Organization (WHO)

Answer: C) North Atlantic Treaty Organization (NATO)

3. Which of the following is NOT a benefit of using the radio alphabet?

- A) Clarity in communication
- B) Reduced ambiguity
- C) Enhanced document formatting
- D) Global understanding

Answer: C) Enhanced document formatting

4. In which industry is the radio alphabet NOT commonly used?

- A) Aviation
- B) Maritime
- C) Military
- D) Culinary Arts

Answer: D) Culinary Arts

5. What challenge might arise when using the radio alphabet in communication?

- A) Too many phonetic words
- B) Noise or interference
- C) Overly complex spelling
- D) Lack of words

Answer: B) Noise or interference

Answer of Short Questions

4. Explain the role of the radio alphabet in the aviation industry.

Answer: In the aviation industry, the radio alphabet is used to communicate critical information such as flight numbers, altitudes, and coordinates clearly and accurately. This helps prevent misunderstandings that could arise due to noise or poor radio reception.

5. What are some challenges associated with using the radio alphabet, and how can they be overcome?

Answer: Challenges include memorization of all 26 words, potential confusion due to similar-sounding words in different languages, and technical issues like noise or interference. These challenges can be overcome through regular practice and training, awareness of language differences, and using clear pronunciation and enunciation.

6. List and define three key benefits of using the radio alphabet.

Answer:

- **Clarity:** Reduces ambiguity by using distinct words for each letter, which helps in understanding information accurately.
- **Accuracy:** Ensures that information is transmitted correctly, even in noisy environments, minimizing errors.
- **Global Understanding:** Facilitates communication across different languages and cultures by providing a standardized set of terms.

Job Sheet-3: Use Radio Alphabet

Working Procedure:

2. Identify corresponding words from the Letter
3. Write down in the Given Below Table

| Letter | Word |
|--------|------|
| A | |
| B | |
| C | |
| D | |
| E | |
| F | |
| G | |
| H | |
| I | |
| J | |
| K | |
| L | |
| M | |
| N | |
| O | |
| P | |
| Q | |
| R | |
| S | |
| T | |
| U | |

| | |
|---|--|
| V | |
| W | |
| X | |
| Y | |
| Z | |

Specification Sheet-3: Use Radio Alphabet

Necessary Materials

| Sl. No | Name of Materials | Specification | Unit | Quantity |
|--------|-------------------|--------------------|------|----------|
| 1. | Paper | Standard A4 size | Ream | 1 |
| 2. | Pens | Blue and black ink | Pack | 1 |

Learning Outcome 4: Interpret terminologies used in reservation and ticketing

| | |
|--------------------------|--|
| Assessment Criteria | <ol style="list-style-type: none"> 1. General terminologies of reservation and ticketing are interpreted 2. General terminologies of reservation and ticketing are listed |
| Conditions and Resources | <ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. White board and marker 9. Audio Video Device 10. |
| Contents | <ol style="list-style-type: none"> 1. General terminologies of reservation and ticketing |
| Activities/job/Task | <ol style="list-style-type: none"> 1. Write the definition of the terminologies` |
| Training Methods | <ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming |
| Assessment Methods | <p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning 4. |

Learning Experience 4: Interpret terminologies used in reservation and ticketing

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

| Learning Activities | Recourses/Special Instructions |
|---|--|
| 1. Trainee will ask the instructor about about the learning materials | 1. Instructor will provide the learning materials ‘Interpret terminologies used in reservation and ticketing’ |
| 2. Read the Information sheet and complete the Self Checks & Check answer sheets on “Interpret terminologies used in reservation and ticketing” | 2. Read Information sheet 4: Interpret terminologies used in reservation and ticketing 3. Answer Self-check 4: Interpret terminologies used in reservation and ticketing Check your answer with Answer key 4: Interpret terminologies used in reservation and ticketing |
| 3. Read the Job/Task Sheet and Specification Sheet and perform job/Task | 4. Job/Task Sheet and Specification Sheet 5. Job Sheet-4: Write the definition of the terminologies |

Information Sheet 4: Interpret terminologies used in reservation and ticketing

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

4.1. General terminologies of reservation and ticketing

4.1. General terminologies of reservation and ticketing

Definitions and Explanations

Booking Terms

- **Reservation:** The act of booking a service or accommodation in advance.
- **Booking Confirmation:** A document or email confirming that a reservation has been made.
- **Booking Reference Number:** A unique identifier assigned to a booking for tracking and reference.
- **Advance Booking:** Booking made well in advance of the travel date.

Ticketing Terms

- **Ticket:** A document or electronic record that confirms a reservation and allows entry to a service or event.
- **E-Ticket:** An electronic ticket stored digitally and often sent via email.
- **Ticketing System:** The software or system used to issue and manage tickets.
- **Voucher:** A document that can be exchanged for a service or discount.

Reservation Terms

- **Booking Class:** The classification of a booking, which can affect the price and conditions.
- **No-Show:** A customer who fails to arrive for their reservation without prior notice.
- **Cancellation Policy:** Rules and conditions regarding the cancellation of reservations.

Customer Service Terms

- **Customer Support:** Assistance provided to customers for resolving issues and answering questions.

- **Feedback:** Information provided by customers about their experience.
- **Complaint Resolution:** The process of addressing and resolving customer complaints.

3. Detailed List of General Terminologies

Booking Terms

1. **Reservation:** Advance booking of services or accommodations.
2. **Booking Confirmation:** Document or email confirming reservation.
3. **Booking Reference Number:** Unique identifier for tracking bookings.
4. **Advance Booking:** Early booking of services.

Ticketing Terms

1. **Ticket:** Confirmation document or electronic record for entry.
2. **E-Ticket:** Digital ticket format.
3. **Ticketing System:** Software used for managing tickets.
4. **Voucher:** Document redeemable for services or discounts.

Reservation Terms

1. **Booking Class:** Classification affecting price and conditions.
2. **No-Show:** Failure to arrive without notice.
3. **Cancellation Policy:** Rules for cancelling reservations.

Customer Service Terms

1. **Customer Support:** Assistance for resolving issues.
2. **Feedback:** Customer opinions on service.
3. **Complaint Resolution:** Process for addressing complaints.

Miscellaneous Terms

1. **Overbooking:** Booking more reservations than available capacity.
2. **Walk-In:** A customer who arrives without a prior reservation.
3. **Upgrade:** Offering a higher class or better service than originally booked.
4. **Special Request:** Additional requests made by the customer beyond standard offerings.

2. Interline Transfer/Connection: A passenger's transfer from one airlines flight to another airlines flight .the connecting flight schedule segments are operated by different airlines.



Direct Flight: Any flight between two points by an airline with no change in flight numbers, which may include one or more stops at an intermediate point

Direct flight (Non-Stop):



Direct flight (Flight Routing):



Transit flight: A transit flight is a flight that makes a stopover at an intermediate airport or airports before continuing to the final destination.



Baggage: Baggage means such articles, effect and other personal property of a passenger as are necessary or appropriate for his wear, use, comfort or convenience in with the trip.

Baggage are Two type:

1. Checked Baggage: checked baggage means baggage of which carrier takes sole custody and for carrier has issued a baggage check.
2. Unchecked baggage: Unchecked baggage means baggage of which the passenger retains custody.

Baggage Allowance: A baggage allowance, also known as a baggage policy, is the baggage restriction per passenger on a flight. Each airline sets their own baggage allowance, with restrictions on size, weight and amount of pieces for both checked luggage and hand luggage



As per IATA standard baggage allowance weights for Economy class 20KG, Business Class 30KG, First Class 40KG , Cabin Baggage weight Economy class 07KG, Business class 10KG, For travel between cross Atlantic or cross Pacific baggage allowance for Economy class 2PC(Per pc weight 23KG).Business class baggage allowance 2PC(Per pc weight 32KG).

Stopover: A stopover is a stop at a transitional point of a journey. It's typically related to the break between the flight legs of the connecting flight. Stopover is often used interchangeably with layover but there's one important difference – the stop duration. At its simplest, a stopover is simply a longer layover. Most airlines define a layover as any connection of less than 4 hours on a domestic flight or less than 24 hours on an international flight

Layover: A layover is a broad term that means any connection between flights. This could include a stop as short as 30 minutes (depending upon the airport) or as long as four hours (or up to 23 hours and 59 minutes on international flights). Airline crews use this term, slightly differently. A layover flight is a flight with a shorter waiting time you spend at the airport between flights. It includes a stop of 30 minutes to 4 hours for domestic flights and up to 24 hours for international flights. During a layover arranged by the airline, you'll probably be using the same ticket for all flights listed in your itinerary, leaving you with some spare time at the airport.

Online Carrier: An Organization transporting passengers and cargo by aircraft, and this airlines aircraft certificated by a designated governmental agency to carry persons or cargo for hire. Its call scheduled flight carrier.

Offline Carrier: A non-scheduled airline is a company that offers unscheduled air transport services of passengers or goods at an hourly or per mile / kilometre charge for chartering the entire aircraft along with crew. A non-scheduled airline may hold domestic or international

licenses, or both, and operates under the regulations prescribed by its national civil aviation authority

Code Sharing: A codeshare agreement, also known simply as codeshare, is a business arrangement, common in the aviation industry, in which two or more airlines publish and market the same flight under their own airline designator and flight number (the "airline flight code") as part of their published timetable or schedule.

The airlines are named as: Operating carrier: The carrier who actually operates the flight and offers flight services and crew.

Marketing carrier: The carrier who sells actually on the selected services of another carrier by using its own carrier code and flight number.

Two types of code share agreements:

1. Blocked Space Agreements
2. Free Sale Agreements

Cancellation: If you cancel the flight you may charge a fee. If the airlines cancel the flight, you are entitled a full cash refund. A flight cancellation occurs when the airline does not operate the flight at all for a certain reason.

An Irregular Operation (IROP) may be, but is not limited to, a flight delay, cancellation, diversion due to weather, Technical reason, landing restriction, air traffic congestion, accident of aircraft, security reason, non-availability of aircraft, Political disturbances, Passenger can willingly cancel flight.

Boarding Gate: Boarding is the last step before heading into the aircraft. Passengers pass the last checkpoint and guided to the plane with the help of airport staff. Boarding time, therefore, refers to the duration of this procedure. Once the boarding is completed, no one is allowed to enter into the aircraft and this is part of the aviation rules.



Boarding Pass: A boarding pass is a travel document provided by an airline to a passenger at check-in. This document grants the passenger permission to board the aircraft. Every passenger on a plane must have a boarding pass in order to fly.



Boarding Bridge: The benefit of a Passenger Boarding Bridge, also referred to as a PBB, Jetway, or Sky Bridge, is that it allows passengers to deplane from an aircraft quickly and easily right to the terminal. A covered passageway from an airport terminal building to an aircraft for the use embarking and disembarking passengers.



Electronic ticket: Electronic ticket is an itinerary or receipt, electronic coupon and boarding document is that have issued to passenger. E-tickets in the airline industry were devised in about 1994, and have now largely replaced the older multi-layered paper ticketing systems.

Biman Bangladesh Airlines **E-TICKET** Booking # [REDACTED]

 Booked by: **Biman Website**
 Contact: Website (www.biman-airlines.com)
 +88-02-8901794

Passenger

| Name | Ticket # | Contact # | Passport # | Outbound Seat |
|----------------|----------|-----------|------------|---------------|
| MR SETH MILLER | 997 | +1 | 2 0 | Any |

Travel Itinerary

Dhaka → Birmingham

| Date | Times | Flight Info | Flight Number | Notes |
|--------------------|--------------------|--|---------------------------------|---------|
| Thursday 20-Feb | 8:30 AM 4:20 PM | Departs Dhaka (DAC) Lands in Birmingham (BHX) | BG-1015 Economy Class | Nonstop |

Class of Services

First Class: First class (also known as a suite) is a travel class on some passenger airliners intended to be more luxurious than business class, premium economy, and economy class. This is the premier class offer by airlines and they usually provide individual check-in facilities, airport lounge facilities, superior seating and meal services and individual in-flight entertainment.



Business Class

Business class of seating on an aircraft that is superior to economy class but less expensive than first class. Business class passenger are commercially important passengers. Business class passengers will have different services from economy class passengers. They will be checked in at special counters, they will be hosted in CIP lounges until they board the aircraft. They will have seats in the front rows of the cabin and on board different meal will be served to them.

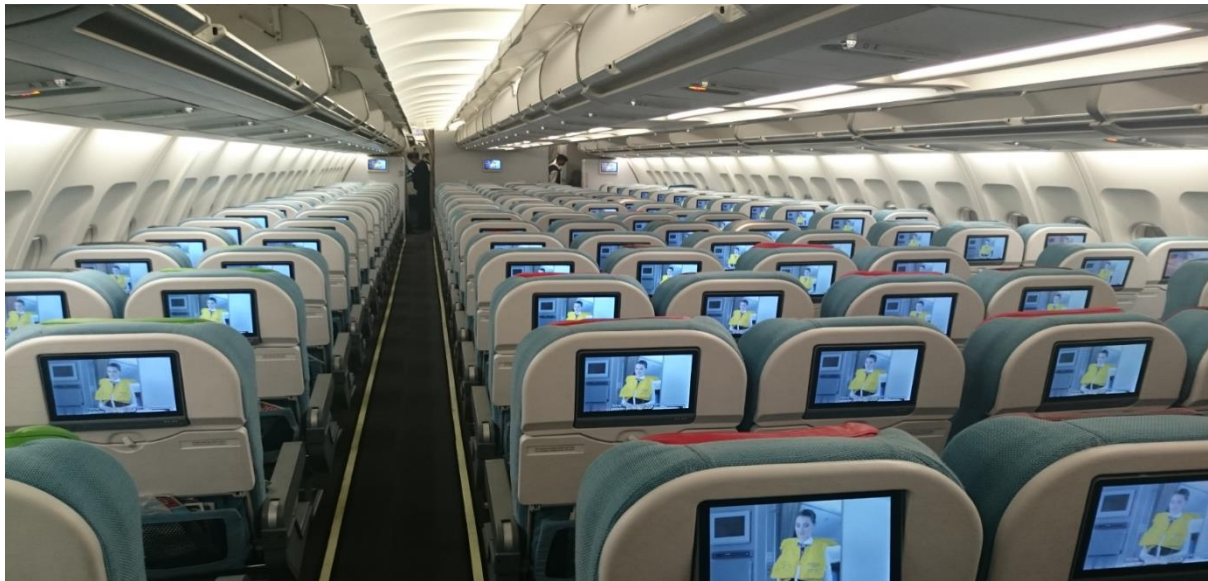


Premium Economy Class: Premium economy class, also known by brand names which vary by company, is a travel class offered on many airlines. It is usually positioned between standard economy class and business class in terms of price, comfort, and available amenities. Premium economy class appeals to passengers who currently fly economy class but who would appreciate more spacious legroom, more on board catering and better in-flight entertainment options without the cost of a business class seat. This class ticketed passengers shall be checked-in from economy class check-in counters.



Economy Class: This is the main class of service offered and the service provided at the airport and on board may vary from airlines to airlines. This class cheapest and least comfortable type of seats on an

aircraft.



Fare Basis: A fare basis code (often just referred to as a fare basis) is an alphabetic or alpha-numeric code used by airlines to identify a fare type and allow airline staff and travel agents to find the rules applicable to that fare.

```

FARES LAST UPDATED 02MAR 4:44 A
BG DAC-SIN DEPART 03MAR
MPM 2156 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES

```

| | CX | FARE USD | FARE BASIS | C | AP | MIN/ MAX | SEASONS..... | MR | GI | DT |
|---------|----|----------|------------|---|----|----------|---------------|----|----|----|
| DAC SIN | | | | | | | | | | |
| 1 | BG | 350.00R | KBD3M | K | + | /3M | 01JAN4-30JUN4 | R | EH | |
| 2 | BG | 180.00 | KBDO | K | + | /++ | 01JAN4-30JUN4 | R | EH | |
| 3 | BG | 360.00R | KBDR | K | + | /12M | 01JAN4-30JUN4 | R | EH | |

Reservation Booking Designator (RBD): (aviation, travel) (in a reservation system) **The letter used to signify a particular fare level.** Fare codes (otherwise known as booking codes or reservation booking designators (RBD)) are used in reservation transactions to specify the class of service a passenger should be booked in to receive the fare, and functions also as an inventory control code.

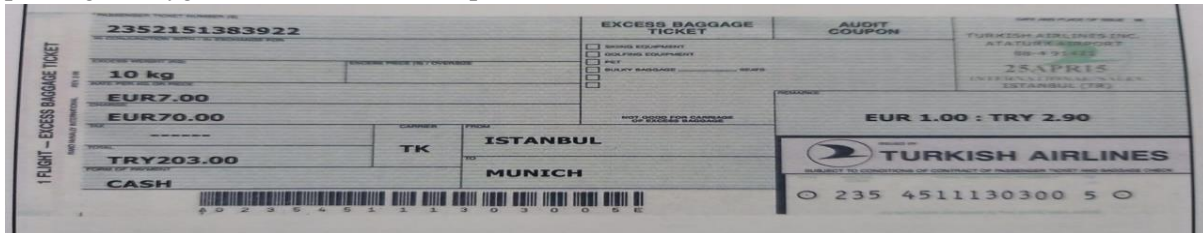
1 BG 350.00R KBD3M K

Stopover paid by carrier: STPC is Stopover Paid by Carrier. There is service for transit passengers, giving free hotel accommodation or access to the lounge with a long transit time (more than 6-7 hrs.).



Miscellaneous Charge Order (MCO): A miscellaneous charges order (MCO), also known as miscellaneous purpose document (MPD), is an accountable IATA document, similar to an old-style airline ticket, used to process the payment of travel arrangements. They are issued by airlines, but normally pay for services other than airfares. The MCO may be issued to cover collections for several services. MCO is a valuable document such as passenger ticket. An MCO shall be valid one year from the date of issues.

Types of service to issue MCO i) Excess baggage charges, ii)Upgrade iii)Downgrade iv)Tax and additional charges v)Refund vi)The charges collected for the services given to sick or handicapped passenger(Oxygen tubes, ambulance expenses etc.)

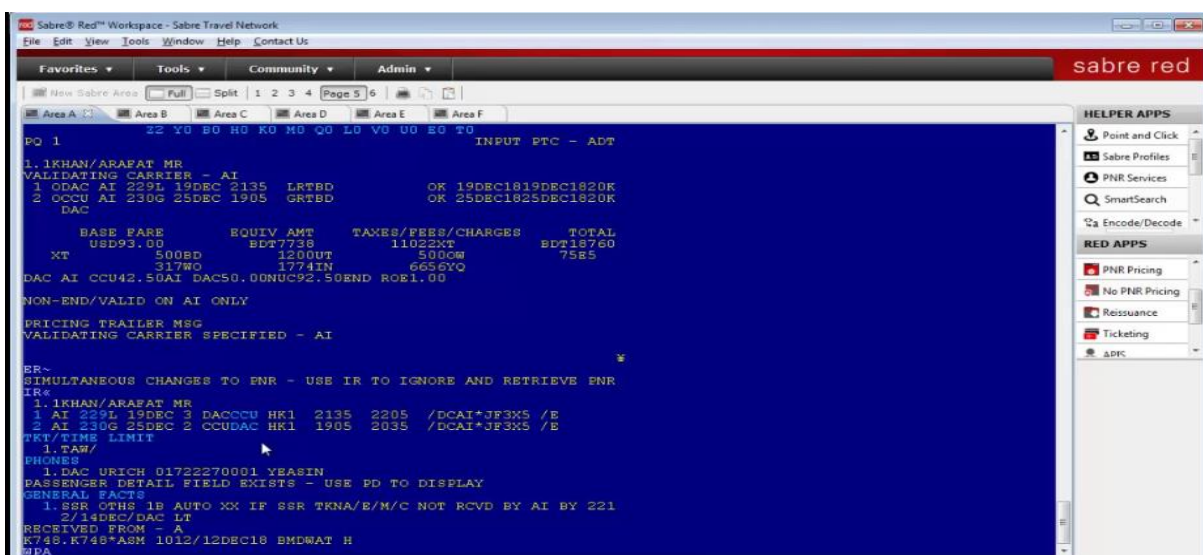


Electronic Miscellaneous Document

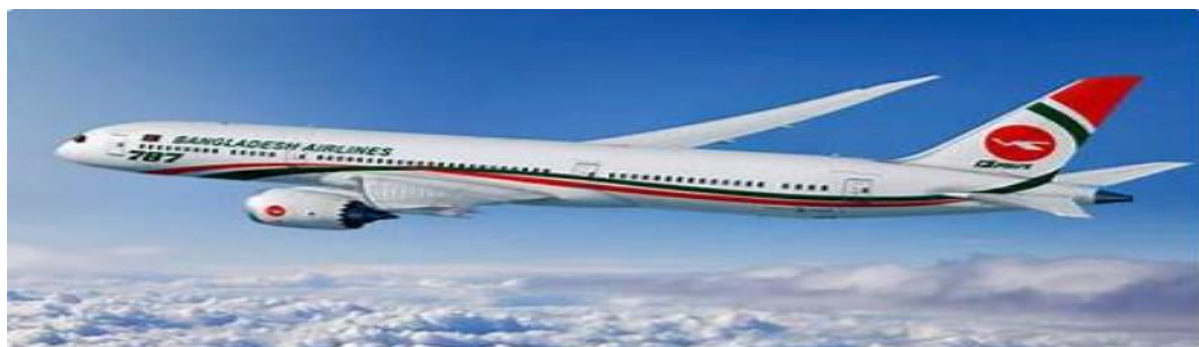
EMD is an official IATA standard document to facilitate fulfilment of optional/ancillaries services. This document is used for airlines sales, direct or via travel agencies connected to a Global Distribution System (GDS), but also for services delivery at the airport and revenue collection by airlines revenue accounting system. EMD works like an e-Ticket (ET): an IATA standard document is issued for the services, a receipt is issued to the customer, and value coupons are stored in an electronic record in airline's system.

Two types of EMD: •

EMD-S (Stand Alone): it is not to be lifted with an ET, may be used independently of an ET
 EMD-A (Associated to ET): it is lifted with the associated ET.



Origin: In the context of airline booking and reservations, the term “origin” refers to the specific starting location of a flight. It represents the airport or city from where a passenger will embark on their journey.



Destination: A place, which supplies the reason for travel and where the journey of the travellers ends for some times, According to its facilities and attractions the destination can be a business destination, a touristic destination or other.



Conjunction Ticket: Conjunction Ticket means a ticket issued to a passenger concurrently with another ticket (s) which together constitute a single contract of carriage.

IATA airline Code. This airline and airport code search engine provides an official source for codes assigned by IATA. Two-three-character codes assigned by the International Air Transport Association (IATA) to the worlds. Example: Biman Bangladesh Airlines Code is **BG**

IATA airline designators: IATA airline designators sometimes called IATA reservation codes, are two-character codes assigned by the International Air Transport Association (IATA) to the world's IATA Airline Designator Code are to use such designators for reservations, schedules, timetables, telecommunications, ticketing, cargo documentation, legal, tariffs and/or other commercial/traffic purposes.

Departure: The action of leaving, especially to start a journey: “the day of departure”. The flight departure, meaning the time at which an aircraft departs from the airport, is usually announced well in

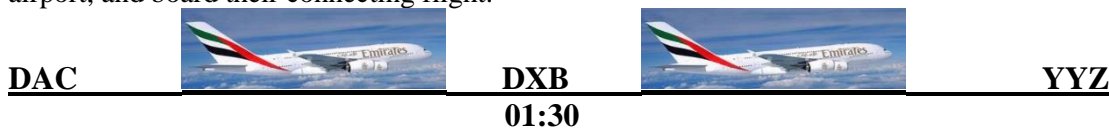
advance to ensure passengers are aware of the scheduled departure time.



Arrival: the act of someone or something that reaches a place or destination or comes into existence, or a person or thing that reaches a place. An arrival is an entrance.



Minimum connecting time (MCT): Minimum Connect Time (MCT) refers to the shortest allowable time required for a passenger and baggage to make a connecting flight at an airport. It's a buffer time that airlines set to ensure passengers have enough time to disembark one flight, navigate through the airport, and board their connecting flight.



Side Trip: A side trip takes place departing from a stopover point. End-on-end involves travel from the origin or destination points of the fare.

Add-on: An add-on is an extra flight added on to the beginning or end of an itinerary. For example, you may have a roundtrip fare for SEA-FRA-SEA and want to add a one-way fare for SFO-LAX or SEA-LAX to the end to purchase both fares in one transaction. This kind of construction is a requirement for most fuel dumping.

Agency Debit Memo(ADM): An agency debit memo (ADM) is a notice sent, normally by an airline to a travel agent, requiring the recipient to pay a sum of money to the sender.

Debit memos, also called debit notes, are corrections to invoices. If you accidentally submit an invoice that's too low, you can send a debit memo to correct it and increase the invoice after it's sent. The customer can then use the memo to adjust their books, as well.

An agency debit memo, or ADM, is a tool used by Copa Airlines (the airline) to penalize travel agencies (the agent) for booking and ticketing irregularities. An agency debit memo, or ADM, is a tool used by Copa Airlines (the airline) to penalize travel agencies (the agent) for booking and ticketing irregularities.

1. Fare and Ticketing violations,
2. Commission violations
3. Taxes/Fees/Charges (TFCs) and Surcharges violations

4. Revalidation violations
5. Reissue/Exchange violations
6. Refund violations
7. Handling of Planned Schedule Change by Airline violations
8. Waiver Authorization Code (WAC) violations
9. Credit card violations
10. Booking Policy violations

ACM: A credit memo is an official written acknowledgement that money is owed back to a customer. When you need to create a refund for a client, you can create a credit memo, which is basically an invoice with a negative amount. Agency-credit-memo is aviation and travel of an official notification that a travel agency has overpaid an airline for a ticket or similar travel.

Segment: A leg or part of a journey, usually in reference to an air itinerary. One take-off and landing during air travel constitutes a segment. A segment is a flight operated by a single flight number, but may have an intermediate stop. Example - UA 234 from BOS-ORD-SFO is a segment

Sector: A portion of an itinerary which may be comprises of legs or segments usually used in reference to fare construction.

Leg: The space between two consecutive scheduled stops on any given flight.

Fare Break Point: fare break point (plural fare break points) (travel, aviation, fare construction) Any of the cities on an itinerary used as the start and finish of a particular fare.

Pricing Unit: One or more consecutive fare components make up a pricing unit (sometimes price able unit). Each fare component belongs to exactly one pricing unit. The most common pricing units are round trips and one-way journeys, but there are a few others such as circle trips and open jaws. A journey or part of a journey which is priced as a separate entity, Price unit is capable of being ticketed separately

Turn Around Point: The term 'turnaround' in airport operations refers to the period beginning when a flight arrives at an airport and ends when the aircraft takes off again. Turnaround operations are known to play a primary role in aircraft flight delays. The station in an aircraft rotation, where the flight number changes.

Country of Commencement of Transportation: The country from which travel on the first international sector takes place. The country in which a journey begins; the base fare is converted from NUCs into the currency of the Country of Commencement by using the IATA ROE.

Gateway point: Anything given gratuitously by a carrier, whether or not paid for by the carrier, to a passenger, other than whether or not paid for by the carrier, to a passenger, other than air carriage from airport of departure to airport of destination. Gateway airport in the United States means the

last U.S. airport from which the traveller's flight departs or the first U.S. airport at which the traveller's flight arrives. Gate - The area in an airport where passengers board a plane. Gateway City - A city that operates as an arrival or departure point for international flights.

NVB: Not Valid Before. **NVA:** Not Valid After. **ST** means Reservation Status which are; **OK** means You are confirmed on this flight. **NS** means No Seat.

NVA: Not Valid After. **ST** means Reservation Status which are; **OK** means You are confirmed on this flight.

Status Code: A status code indicates the status of air segment. The status is an important of Airline requested one of their own segments. **HK**, holding confirmed.

| PNR Status Codes | Description |
|------------------|---|
| HK | Confirmed |
| HX | Cancel confirmed hold |
| IX | Involuntary upgrade |
| NN | Pending request |
| HW | Have waitlisted. Airline waitlisted one of their own segments |

A scheduled flight means the air carrier sells single seats to individuals until the aircraft is full. A scheduled service operator offers flights on a regular basis be it hourly, daily, or monthly schedules. The departure times are fixed and so is the routing.

A series of flights possessing the following characteristics:

(a) performed by aircraft for the transport of passengers and/or cargo for remuneration, in such a manner that its services are available, directly or indirectly, to the general public; and

(b) operated so as to service traffic between the same two or more points, either:

(i) according to a published timetable, or

(ii) with flights so regular or frequent that they constitute a recognizably systematic series



A charter flight: A charter flight is a flight that is not part of an airline's published schedule. For example, an airline will not post on its website that the airline will operate a flight from Point A to Point B at 3pm every Wednesday. Instead, charter flights are typically operated for specific unscheduled itineraries.



Passenger Type Code (PTC): Passenger Type Codes are industry-standard codes that indicate passenger types for fares, such as Adult (ADT), Child (CHD), and Infant (INF). Typically, PTCs are three-character codes, but some Low-Cost Carriers may use five-character codes. A code used to identify the type of passenger example adult, infant, etc., in order to determine the type of fare.

Payment method: A form of procedure for the payment of goods or services.



Self-Check Sheet - 4: Interpret terminologies used in reservation and ticketing

Questions

Q1. What is a Connecting Flight?

Answer:

.

Q2. Describe the Following Terminologies:

i) Transit Flight: ii) Fare Basis: iii) Electronic Ticket (E-Ticket): iv) Origin: v) Departure:
vi) Conjunction Ticket: vii) Cancellation: viii) Offline Carrier: ix) Code Sharing: x) Layover:

Q3. What is an MCO?

Answer:

Q4. What is an EMD?

Answer:

Q5. What does ADM Mean?

Answer:

Q6. Definition of Segment:

Answer:

Q7. What Does Status Code Mean?

Answer:

Q8. What Does Charter Flight Mean?

Answer:

Q9. What Does Scheduled Flight Mean?

Answer:

Q10. What Does PTC Mean?

Answer:

Answer Key - 1: Interpret terminologies used in reservation and ticketing

Q1. What is a Connecting Flight?

Answer: A connecting flight is a type of flight that involves a stopover at one or more intermediate airports before reaching the final destination. If a direct flight is not available between two points, passengers may need to take one or more connecting flights within a 24-hour period. During this process, the flight number may change.

Q2. Describe the Following Terminologies:

Answer:

1. **Transit Flight:** A transit flight refers to a flight that makes one or more stopovers at intermediate airports before continuing to its final destination.
2. **Fare Basis:** A fare basis code is an alphanumeric or alphabetic code used by airlines to identify a specific fare type. It helps airline staff and travel agents find the rules and conditions associated with that fare.
3. **Electronic Ticket (E-Ticket):** An electronic ticket is a digital form of a ticket, which serves as an itinerary, receipt, and boarding document issued to passengers. E-tickets, introduced in the mid-1990s, have largely replaced traditional paper ticketing systems.
4. **Origin:** In airline booking and reservations, "origin" refers to the starting location of a flight, which is the airport or city where a passenger begins their journey.
5. **Departure:** Departure is the act of leaving, particularly in reference to the start of a journey. The term also denotes the time at which an aircraft leaves the airport, which is usually announced well in advance.
6. **Conjunction Ticket:** A conjunction ticket is issued alongside one or more other tickets, forming a single contract of carriage for the passenger.
7. **Cancellation:** If a passenger cancels their flight, a cancellation fee may apply. If the airline cancels the flight, the passenger is entitled to a full refund. Flight cancellation occurs when the airline does not operate the flight as scheduled.
8. **Offline Carrier:** An offline carrier, or non-scheduled airline, offers unscheduled air transport services for passengers or goods, usually on a charter basis. Such carriers operate under regulations set by their national civil aviation authority and may hold both domestic and international licenses.
9. **Code Sharing:** Code sharing is an agreement between airlines where they share the same flight under their respective airline designators and flight numbers. This arrangement is common in the aviation industry to expand network coverage and offer more flight options to passengers.
10. **Layover:** A layover is a period between connecting flights. It can range from a short stop of 30 minutes to longer periods up to 24 hours. During a layover, passengers typically use the same ticket for all flights listed in their itinerary. For example, a layover at Dubai International Airport for a flight from San Francisco to Bangalore might last around 1 hour and 45 minutes.

Q3. What is an MCO?

Answer: A Miscellaneous Charge Order (MCO) is an IATA document used to process payments for services other than airfares. Issued by airlines, MCOs cover charges such as excess baggage, upgrades, downgrades, taxes, additional fees, and services for special needs passengers. MCOs are valid for one year from the issue date.

Q4. What is an EMD?

Answer: An Electronic Miscellaneous Document (EMD) is an IATA standard document used for fulfilling optional or ancillary services. EMDs are issued for airline services, either directly or through travel agencies connected to a Global Distribution System (GDS), and for services delivered at the airport. There are two types of EMDs:

- **EMD-S (Stand Alone):** Used independently without an associated e-ticket.
- **EMD-A (Associated to ET):** Issued in conjunction with an associated e-ticket.

Q5. What does ADM Mean?

Answer: An Agency Debit Memo (ADM) is a notice sent by an airline to a travel agent requesting payment for a specified amount. ADMs are used to correct billing errors or to address irregularities in booking and ticketing. They function as corrections to invoices.

Q6. Definition of Segment:

Answer: A segment refers to a part of a journey, typically an air itinerary. It consists of one take-off and landing and is operated under a single flight number, though it may include intermediate stops. For example, a flight from Boston to San Francisco via Chicago is considered a segment.

Q7. What Does Status Code Mean?

Answer: A status code indicates the current status of an air segment. Examples of PNR (Passenger Name Record) status codes include:

- **HK (Holding Confirmed):** Confirmation of booking.
- **HX (Cancel Confirmed Hold):** Cancellation of a confirmed hold.
- **IX (Involuntary Upgrade):** An upgrade assigned by the airline.
- **NN (Pending Request):** A request is pending.
- **HW (Have Waitlisted):** A segment is waitlisted by the airline.

Q8. What Does Charter Flight Mean?

Answer: A charter flight is a non-scheduled flight not listed in an airline's published timetable. It is often operated for specific, unscheduled itineraries, such as special events or group travel, and is not regularly available to the public.

Q9. What Does Scheduled Flight Mean?

Answer: A scheduled flight operates on a regular basis according to a fixed timetable, with specific departure times and routing. These flights are available to the general public and are often scheduled hourly, daily, or monthly.

Q10. What Does PTC Mean?

Answer: Passenger Type Code (PTC) refers to industry-standard codes that identify different passenger types for fare purposes, such as:

- **ADT (Adult):** An adult passenger.
- **CHD (Child):** A child passenger.
- **INF (Infant):** An infant passenger. PTCs help determine fare types and are typically three characters long, though some low-cost carriers use five-character codes.

Job Sheet-4: Write the definition of the terminologies

Working Procedure:

1. Write a brief definition and explanation for each term. Include examples where appropriate.

- Voucher
- Booking Class
- No-Show
- Cancellation Policy
- Customer Support
- Feedback
- Complaint Resolution
- Overbooking
- Walk-In
- Upgrade
- Special Request
- Connecting Flight
- Direct Flight
- Transit Flight
- Checked Baggage
- Unchecked Baggage
- Baggage Allowance

Specification Sheet-4: Interpret Terminologies Used in Reservation and Ticketing

Necessary Materials

| Sl. No | Name of Materials | Specification | Unit | Quantity |
|---------------|--------------------------|----------------------|-------------|-----------------|
| 1. | Paper | Standard A4 size | Ream | 1 |
| 2. | Pens | Blue and black ink | Pack | 1 |

Learning Outcome 5: List the job responsibilities of reservation and ticketing personnel

| | |
|--------------------------|--|
| Assessment Criteria | <ol style="list-style-type: none"> 1. Job responsibilities of reservation and ticketing personnel are recognized 2. Requirements of personal grooming for reservation and ticketing personnel are interpreted 3. Job responsibilities of reservation and ticketing personnel are listed as per workplace standard |
| Conditions and Resources | <ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. White board and marker 9. Audio Video Device |
| Contents | <ol style="list-style-type: none"> 1. Job responsibilities 2. Personal grooming 3. Job responsibilities of reservation and ticketing personnel |
| Activities/job/Task | <ol style="list-style-type: none"> 1. List job responsibilities of reservation & ticketing personnel |
| Training Methods | <ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming |
| Assessment Methods | <p>Assessment methods may include but not limited to</p> <ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning 4. |

Learning Experience 5: List the job responsibilities of reservation and ticketing personnel

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

| Learning Activities | Recourses/Special Instructions |
|--|---|
| 1. Trainee will ask the instructor about about the learning materials | 1. Instructor will provide the learning materials ‘List the job responsibilities of reservation and ticketing personnel’ |
| 2. Read the Information sheet and complete the Self Checks & Check answer sheets on “List the job responsibilities of reservation and ticketing personnel” | 2. Read Information sheet 5: List the job responsibilities of reservation and ticketing personnel 3. Answer Self-check 5: List the job responsibilities of reservation and ticketing personnel 4. Check your answer with Answer key 5: List the job responsibilities of reservation and ticketing personnel |
| 3. Read the Job/Task Sheet and Specification Sheet and perform job/Task | 5. Job/Task Sheet and Specification Sheet Job Sheet-5: List the job responsibilities of reservation and ticketing personnel |

Information Sheet 5: List the job responsibilities of reservation and ticketing personnel

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 5.1. Job responsibilities of reservation and ticketing personnel
- 5.2. Requirements of personal grooming for reservation and ticketing personnel 5.3

Reservation and ticketing personnel play a crucial role in the smooth operation of the travel industry. Their responsibilities encompass a wide range of tasks, from customer interaction to operational duties. This chapter will outline the key job responsibilities and the importance of personal grooming in this profession.

5.1. Job responsibilities of reservation and ticketing personnel

Reservation and ticketing personnel are the frontline of the travel industry. They are responsible for creating a positive customer experience from the initial inquiry to the completion of the journey. Their role is multifaceted, encompassing customer service, sales, administrative tasks, and problem-solving.

Core Responsibilities

Customer Service:

- **Interpersonal Skills:** Building rapport with customers, understanding their needs, and providing tailored solutions.
- **Active Listening:** Effectively attending to customer inquiries, concerns, and requests.
- **Problem Resolution:** Identifying and resolving customer issues promptly and efficiently, ensuring customer satisfaction.
- **Information Provision:** Providing accurate and comprehensive information about destinations, flights, hotels, and other travel products.
- **Handling Complaints:** Addressing customer complaints professionally and empathetically, finding solutions, and escalating issues as necessary.

Reservations:

- **Booking Management:** Processing reservations for flights, hotels, car rentals, and other travel services.
- **Inventory Management:** Monitoring availability of travel products and adjusting bookings accordingly.

- **Data Entry:** Accurately inputting customer and reservation details into the reservation system.
- **Confirmation:** Issuing booking confirmations and itineraries.
- **Modifications:** Handling changes to reservations, including date changes, passenger names, and seat assignments.
- **Cancellations:** Processing cancellations and refunds according to company policies.

Ticketing:

- **Fare Calculation:** Determining the total cost of tickets, including base fare, taxes, and fees.
- **Ticket Issuance:** Producing electronic or paper tickets.
- **Payment Processing:** Handling various payment methods, including credit cards, debit cards, and cash.
- **Refunds:** Issuing refunds for canceled or unused tickets.
- **Ticket Verification:** Checking ticket validity and passenger information.

Inventory Management:

- **Availability Tracking:** Monitoring the availability of flights, hotels, and other travel products.
- **Overbooking Prevention:** Managing inventory to avoid overbooking and cancellations.
- **Product Knowledge:** Staying informed about the features and benefits of different travel products.

Fare Calculation:

- **Fare Rules:** Understanding and applying complex fare rules and regulations.
- **Pricing Accuracy:** Ensuring accurate calculation of fares and taxes.
- **Discount Application:** Applying discounts, promotions, and loyalty programs.

Document Verification:

- **Passport and Visa Checks:** Verifying the validity and authenticity of travel documents.
- **Immigration Requirements:** Understanding and communicating immigration regulations.
- **Travel Restrictions:** Checking for travel restrictions and advisories.

Problem Solving:

- **Issue Identification:** Analyzing customer issues and identifying potential solutions.
- **Alternative Options:** Offering alternative travel options when necessary.
- **Escalation:** Referring complex or unresolved issues to supervisors or management.

Communication:

- **Verbal Communication:** Effectively communicating with customers, colleagues, and suppliers.
- **Written Communication:** Preparing clear and concise emails, letters, and reports.
- **Active Listening:** Understanding and responding to the needs of others.

Sales:

- **Upselling:** Promoting additional travel products and services.
- **Cross-selling:** Offering complementary products to enhance the customer's travel experience.
- **Sales Techniques:** Using effective sales techniques to increase revenue.

Data Entry:

- **Accuracy:** Ensuring accurate and complete data entry into the reservation system.
- **Speed:** Inputting data efficiently to maintain productivity.
- **Data Verification:** Checking data for errors and inconsistencies.

Quality Assurance:

- **Error Prevention:** Identifying and correcting potential errors in reservations and ticketing.
- **Process Improvement:** Suggesting ways to improve efficiency and accuracy.
- **Customer Satisfaction:** Contributing to overall customer satisfaction by providing high-quality service.

Additional Responsibilities

Depending on the specific organization, reservation and ticketing personnel may also be responsible for:

- **Tour Package Creation:** Developing and promoting tour packages.
- **Group Reservations:** Handling reservations for groups of passengers.
- **Travel Insurance:** Selling and explaining travel insurance policies.
- **Visa Assistance:** Providing information and assistance with visa applications.
- **Customer Relationship Management (CRM):** Using CRM systems to manage customer data and preferences.

The role of reservation and ticketing personnel is essential to the success of the travel industry. Their ability to provide exceptional customer service, manage complex tasks, and stay updated on industry trends is crucial to ensuring customer satisfaction and business growth.

5.2. Requirements of personal grooming for reservation and ticketing personnel

Personal grooming is an indispensable aspect of the reservation and ticketing industry. It significantly contributes to a company's overall image and directly impacts customer perception. A well-groomed staff exudes professionalism, confidence, and hygiene, fostering trust and rapport with clients.

The Importance of Personal Grooming

Beyond aesthetics, personal grooming plays a critical role in:

- **Professional Image:** A polished appearance reinforces the company's brand identity and values.
- **Customer Confidence:** A well-groomed staff instills confidence in customers, making them feel valued and respected.
- **Hygiene:** Proper grooming maintains a clean and healthy environment, preventing the spread of germs.
- **Employee Morale:** Feeling good about one's appearance can boost self-esteem and job satisfaction.

Specific Grooming Requirements

Hygiene

- **Daily Hygiene:** Regular bathing, use of deodorant or antiperspirant, and oral hygiene are fundamental.
- **Hand Hygiene:** Frequent handwashing with soap and water, or the use of hand sanitizer, is essential to prevent the spread of germs.
- **Body Odor:** Avoiding strong perfumes or colognes that might be overpowering.

Hair

- **Cleanliness:** Hair should be washed regularly and kept clean and fresh.
- **Style:** Hairstyles should be neat, professional, and appropriate for the workplace. Extreme or unconventional styles might not be suitable.
- **Length:** Hair length should be maintained to avoid interfering with work duties.
- **Color:** Hair color should be natural or professionally applied and well-maintained.

Nails

- **Cleanliness:** Nails should be kept clean and trimmed.
- **Length:** Nails should be short and neatly filed.
- **Polish:** Nail polish, if worn, should be in good condition and not chipped.

Makeup (for women)

- **Natural Look:** Makeup should be applied subtly and professionally.
- **Color Palette:** Neutral colors are generally preferred.
- **Maintenance:** Makeup should be retouched throughout the day as needed.

Clothing

- **Dress Code:** Adherence to the company's dress code is essential.
- **Cleanliness:** Clothes should be clean, ironed, and free of stains.
- **Fit:** Clothing should fit well and be comfortable.
- **Footwear:** Shoes should be polished and in good condition.

Accessories

- **Minimalism:** Jewelry and accessories should be kept to a minimum.
- **Professionalism:** Accessories should complement the overall look and not be distracting.
- **Personal Items:** Avoid displaying personal items, such as excessive piercings or tattoos, that might be offensive to customers.

Grooming Standards and Enforcement

- **Clear Guidelines:** Companies should develop clear and comprehensive grooming standards.
- **Training:** Employees should receive training on grooming expectations and the importance of maintaining a professional appearance.
- **Regular Reviews:** Performance evaluations should include assessments of grooming standards.
- **Corrective Actions:** If grooming standards are not met, appropriate corrective actions should be taken.

Maintaining high standards of personal grooming is crucial for reservation and ticketing personnel. It not only enhances the individual's professional image but also contributes to the overall success of the company. By emphasizing the importance of hygiene, neatness, and professionalism, organizations can create a positive and customer-centric environment.

5.3. Self-Check Sheet - 5: List the job responsibilities of reservation and ticketing personnel

Questions

Multiple Choice Questions (MCQs)

- 1. What is a core responsibility of reservation personnel related to managing bookings?**
 - A) Handling baggage claims
 - B) Issuing electronic tickets
 - C) Processing reservations for flights, hotels, and car rentals
 - D) Conducting customer service training

- 2. Which term refers to the process of ensuring customer satisfaction by addressing and resolving issues?**
 - A) Inventory Management
 - B) Problem Resolution
 - C) Fare Calculation
 - D) Document Verification

- 3. What is the purpose of a 'Voucher' in the reservation and ticketing process?**
 - A) To calculate fares and taxes
 - B) To provide a document redeemable for services or discounts
 - C) To issue electronic or paper tickets
 - D) To monitor availability of travel products

- 4. Which of the following is a key aspect of personal grooming for reservation and ticketing personnel?**
 - A) Wearing bright, colorful clothing
 - B) Using strong perfumes
 - C) Maintaining a clean and professional appearance
 - D) Displaying excessive jewelry

5. In which scenario would 'Overbooking' likely occur?

- A) A customer books a flight with a unique reference number
- B) A travel agent handles an unexpected increase in bookings
- C) A ticket is issued with a voucher discount
- D) A reservation is modified due to a schedule change

Short Answer Questions

1. Describe the role of a reservation agent in handling customer inquiries.

Answer:

2. What are two specific grooming requirements for reservation and ticketing personnel?

Answer:

3. Explain the importance of 'Fare Calculation' in the ticketing process.

Answer:

Answer Key - 1: List the job responsibilities of reservation and ticketing personnel

Questionnaire

Multiple Choice Questions (MCQs)

6. What is a core responsibility of reservation personnel related to managing bookings?

- A) Handling baggage claims
- B) Issuing electronic tickets
- C) Processing reservations for flights, hotels, and car rentals
- D) Conducting customer service training

Answer: C) Processing reservations for flights, hotels, and car rentals

7. Which term refers to the process of ensuring customer satisfaction by addressing and resolving issues?

- A) Inventory Management
- B) Problem Resolution
- C) Fare Calculation
- D) Document Verification

Answer: B) Problem Resolution

8. What is the purpose of a 'Voucher' in the reservation and ticketing process?

- A) To calculate fares and taxes
- B) To provide a document redeemable for services or discounts
- C) To issue electronic or paper tickets
- D) To monitor availability of travel products

Answer: B) To provide a document redeemable for services or discounts

9. Which of the following is a key aspect of personal grooming for reservation and ticketing personnel?

- A) Wearing bright, colorful clothing
- B) Using strong perfumes
- C) Maintaining a clean and professional appearance
- D) Displaying excessive jewelry

Answer: C) Maintaining a clean and professional appearance

10. In which scenario would 'Overbooking' likely occur?

- A) A customer books a flight with a unique reference number
- B) A travel agent handles an unexpected increase in bookings
- C) A ticket is issued with a voucher discount
- D) A reservation is modified due to a schedule change

Answer: B) A travel agent handles an unexpected increase in bookings

Short Answer Questions

4. Describe the role of a reservation agent in handling customer inquiries.

Answer: A reservation agent is responsible for handling customer inquiries by providing accurate and timely information about travel options such as flights, hotels, and car rentals. They address questions, resolve issues, and ensure that customer needs are met effectively.

5. What are two specific grooming requirements for reservation and ticketing personnel?

Answer: Two specific grooming requirements for reservation and ticketing personnel are:

- **Hair:** Hair should be clean, neatly styled, and professional in appearance.
- **Nails:** Nails should be kept clean, trimmed, and, if polished, in good condition without being chipped.

6. Explain the importance of 'Fare Calculation' in the ticketing process.

Answer: 'Fare Calculation' is crucial in the ticketing process as it involves determining the total cost of travel arrangements, including base fare, taxes, fees, and any applicable discounts. Accurate fare calculation ensures that customers are charged correctly and that revenue is appropriately managed.

Job Sheet-5: List the job responsibilities of reservation and ticketing personnel

Working Procedure:

1. Identify the Personnel
2. Identify the Responsibilities
3. Take a clean sheet of paper or a notebook.
4. Write the job title and department at the top of the page
5. List each responsibility clearly and in detail as identified in step 2. - Use bullet points or numbered lists for clarity.
6. Review the list to ensure all responsibilities are covered.
7. Make any necessary adjustments or additions.
8. Keep the documented list in a secure place

Specification Sheet-1.1: List Job Responsibilities of Reservation & Ticketing Personnel

Necessary Materials

| Sl. No | Name of Materials | Specification | Unit | Quantity |
|--------|-------------------|--------------------|------|----------|
| 1. | Paper | Standard A4 size | Ream | 1 |
| 2. | Pens | Blue and black ink | Pack | 1 |

Review of Competency

Below is yourself assessment rating for module “Interpret Reservation and Ticketing Operations” of Reservation and Ticketing, Level-2

| Assessment of performance Criteria | Yes | No |
|--|--------------------------|--------------------------|
| 1. 1. Defined of Reservation and Ticketing | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Explain the importance of Reservation and Ticketing | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Identified the target audience of the Industry | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Identified Main Idea: Reservation & Ticketing Requirements | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Defined the Reservation in the context of Travel | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Identified the key points required to make reservation | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Discussed different types of tickets | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Identified flow chart of Customer Reservation & Ticketing employee | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Identified Organisation related to reservation and ticketing | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Identified role and activities of each organization | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Identified sources of Radio Alphabet | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Identified the importance of radio alphabet in Communication and it's used | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Identified Radio Alphabet is used as per workplace standard | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Used terminology in Air Reservation and Ticketing | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Identified Outline the key responsibilities of reservation and ticketing employee | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Identified Requirements of personal grooming for reservation and ticketing personnel as per workplace standard | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Identified highlight the essential skills and qualities required for the reservation and ticketing job. | <input type="checkbox"/> | <input type="checkbox"/> |

I now feel ready to undertake my formal competency assessment.

Signed:

Date:

Development of CBLM

The Competency based Learning Material (CBLM) of ‘: Interpreting Reservation and Ticketing Operations’ (Occupation: Reservation and Ticketing, Level-2) for National Skills Certificate is developed by NSDA with the assistance of SAMAHAR Consultants Ltd.in the month of June, 2024 under the contract number of package SD-9C dated 15th January 2024.

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