



Competency Based Learning Material (CBLM)

Reservation and Ticketing Level-2

Module: Making Reservation

CBLM: OU-TH-RT-04-L2-V1



জাতীয় দক্ষতা উন্নয়ন কর্তৃপক্ষ বাংলাদেশ
NATIONAL SKILLS DEVELOPMENT AUTHORITY BANGLADESH

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Government of the People's Republic of Bangladesh

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This Competency Based Learning Materials (CBLM) on “Making Reservation” 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, Making Reservation 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 though 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	Make Reservation
Unit Code	OU-TH-RT-04-L2-V
Module Title	Making Reservation
Module Descriptor	This module covers the knowledge, skills, and attitudes required to Make Reservation. It specifically includes making Passenger Name Record (PNR) and modifying Passenger Name Record (PNR).
Nominal Hours	20 Hours
Learning Outcome	After completing the practice of the module, the trainees will be able to perform the following jobs: <ol style="list-style-type: none">1. Make Passenger Name Record (PNR)2. Modify Passenger Name Record (PNR)

Assessment Criteria

1. PNR is interpreted
2. Itinerary field is created as per passenger's request
3. Name field is inserted correctly as per SOP
4. Phone field is inserted
5. Ticketing field is inserted
6. Received field is inserted
7. End of transaction field is inserted and transmitted
8. PNR is created, ignored and retrieved
 1. PNR modification is interpreted
 2. Reason for PNR modification is analyzed
 3. PNR is modified as per passenger's request
 4. PNR is cancelled as per workplace standard

Learning Outcome 1: Make Passenger Name Record (PNR)

Assessment Criteria	<ol style="list-style-type: none"> 1. PNR is interpreted 2. Itinerary field is created as per passenger's request 3. Name field is inserted correctly as per SOP 4. Phone field is inserted 5. Ticketing field is inserted 6. Received field is inserted 7. End of transaction field is inserted and transmitted 8. PNR is created, ignored and retrieved
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. PNR 2. Itinerary field 3. Name field 4. Phone field 5. Ticketing field 6. Received field 7. End of transaction field
Activities/job/Task	<ol style="list-style-type: none"> 1. Create PNR
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	<ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 1: Make Passenger Name Record (PNR)

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 the learning materials	1. Instructor will provide the learning materials 'Make Passenger Name Record (PNR)'
2. Read the Information sheet and complete the Self Checks & Check answer sheets on "Make Passenger Name Record (PNR)"	2. Read Information sheet 1: Make Passenger Name Record (PNR) 3. Answer Self-check 1: Make Passenger Name Record (PNR) 4. Check your answer with Answer key 1: Make Passenger Name Record (PNR)
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-1.1: Make a reservation using GDS -Sabre system. Job Sheet-1.2: Make a reservation using GDS -Sabre system.

Information Sheet 1: Make Passenger Name Record (PNR)

Learning Objective:

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

1. PNR
2. Itinerary field
3. Name field
4. Phone field
5. Ticketing field
6. Received field

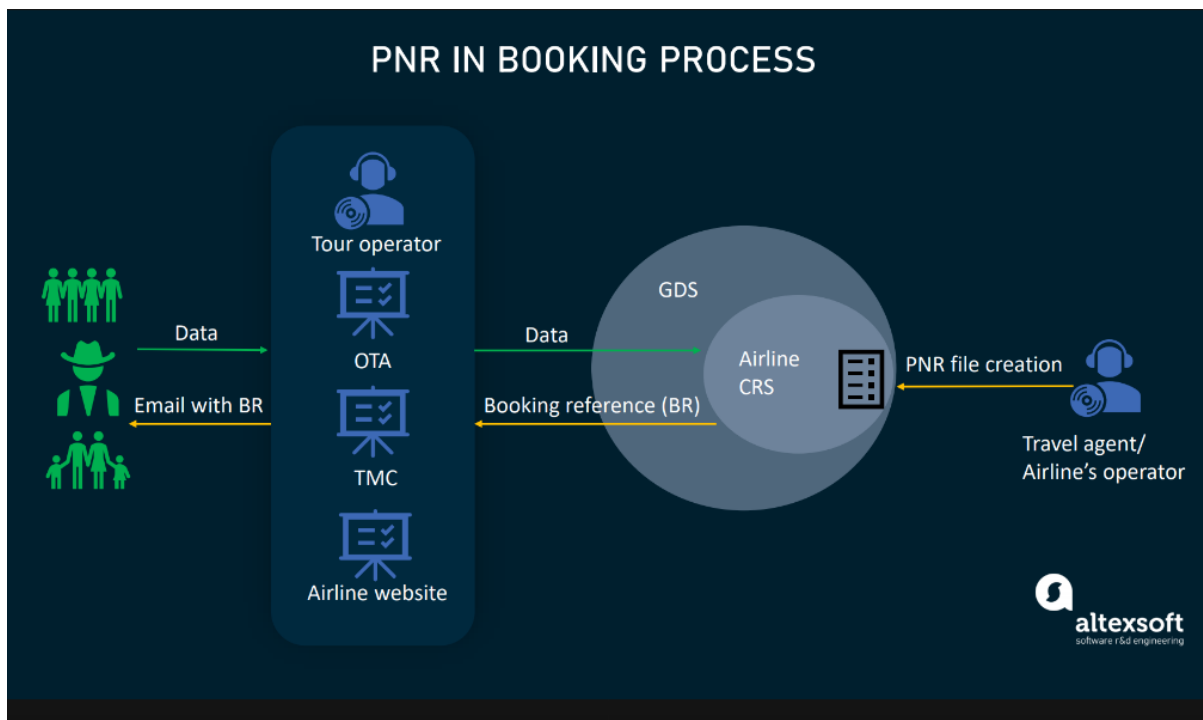
End of transaction field

1.1 Make Passenger Name Record (PNR)

Introduction: Making Reservation or Booking File is essential for creating reservations through a CRS. A Passenger Name Record (PNR), in the air transport industry, is the generic name given to records created by aircraft operators or their authorized agents for each journey booked by or on behalf of any passenger. The data are used by operators for their own commercial and operational purposes in providing air transportation services. Industry Standards related to PNR creation are detailed in IATA's *Passenger Services Conference Resolutions Manual* and in the *ATA/IATA Reservations Interline Message Procedures — Passenger (AIRIMP)*. **BFs** (Booking Files) serve as booking records.

Booking records are called PNRs on Sabre. In the airline and travel industries, a **passenger name record** (PNR) is a record in the database of a computer reservation system (CRS) that consists of the personal information for a passenger and contains the itinerary for the passenger, or a group of passengers travelling together.

The initial standards for the PNR were created by IATA and ATA in response to the need for airlines to exchange reservation information when passengers needed to use multiple airlines throughout their journey. Equipped with the PNR, airlines can easily share information and get a complete insight into a passenger's journey. Despite emerging for use exclusively by airlines, the numbers are also used by hotels, car rental companies, train operators, and more. A PNR is built up from data that has been supplied by or on behalf of the passenger concerning all the flight segments of a journey. This data may be added to by the operator or his authorized agent, for example, changes to requested seating, special meals and additional services requested.



Mandatory Data

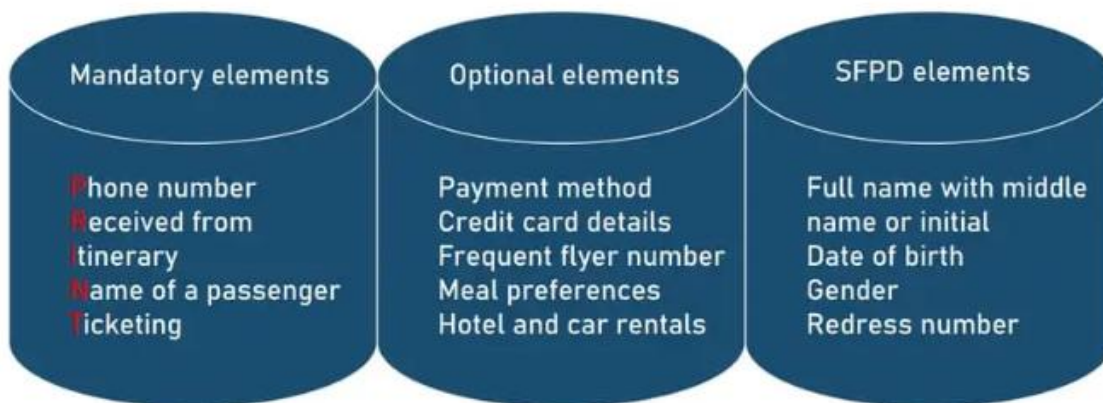
Users have five (5) mandatory elements that must be entered to create a PNR or BF. If all five fields are not present, you will not be able to end transaction on the Reservation or Booking File. A passenger reservation cannot be completed without the following field. The mandatory fields are:

1. Itinerary Field
2. Passenger name Field
3. Phone Field
4. Ticketing information
5. Received from (who gave instructions to make the booking or reservation)

Use the word **PRINT** to remember them

Phone Received Itinerary Name Ticket

When you enter any of the mandatory fields (except the itinerary) into the Reservation or Booking File, GDS- Sabre checks that all data is in the correct format. The system responds with an as risk to acknowledge the entry.



Sabre Identification Code Keys

The first row of the keyboard allows you to create or display a Passenger Name Record (PNR). The keys are labelled with codes to identify their function. Below is an illustration and explanation of the Identification Code Keys (ICK).

1 2 3 4 5 6 7 8 9 0 - *
AVAIL FLIFO GFAX FAX RMKS RCVD TKT TL FONE SEG NAME DSPLY

Code	Label	Function
1	AVAIL	Request City Pair Availability
2	FLIFO	Request Flight Information
3	GFAX	Request special services or information on other airlines
4	FAX	Request special services or information on American Airlines
5	RMKS	Add remarks information
6	RCVD	Add received from
7	TKT	Add ticketing field
8	TL	Add time limit for ticketing
9	FONE	Add telephone number
0	SEG	Sell from Air, Car, or Hotel availability display
-	NAME	Add passenger name
*	DSPLY	Display Passenger Name Record (PNR)

Itinerary field

Itinerary field is created as per passenger request. List of flights that a passenger is scheduled to take. The itinerary field is the area that holds all of the passenger's travel information. In addition to air travel, a PNR may have auxiliary segments such as:

- Air • Car • Hotel • Rail • Tour • Cruise • Insurance
- Prepaid Ticket (PTA) • Miscellaneous Charge Order (MCO)
- Other (OTH) segment types such as agency service fees or retention segments.

When you assist your passengers or client with their travel plans, you must obtain some specific information from the passenger. You need to know

- Which The date they wish to travel
- Where they are travelling from
- Where they are travelling to
- When the customer contacts you to make their initial enquiry, they may not be clear about the type of journey they wish to make, whether it is by rail or air or road or whatever. You must take control of the conversation and ask specific questions to establish this information.

When you have established that their plans involve air travel, use the Sabre system to check for flight schedules and availability of seats.

At the end of this module trainee will be able to

- Check flight availability
- Displaying flight details
- Work with a timetable display
- Sabre Sequencing
- Reserve or Book an itinerary
- Check minimum connecting times
- Check local time

Passenger request will be different category itinerary such as

- Routing: Term to identify the passenger's flight itinerary.
- Segment / Leg / Sector: The sum of all portions from beginning to ending of passenger's trip even though separated by gap (s). Flight segment or auxiliary segment of the itinerary.
- ARNK or ARUNK: Arrival Not Known; used in Sabre bookings to fill in the gap in the itinerary; there is a portion of the itinerary where a passenger will not take any air service from one city to the next.
- Married Segment: Joined segments.
- Duplicate Segment: Known as slide booking where multiple segments are present in one PNR
- Flight Segment: Consist of flight information.
- Auxiliary Segment: Consist of non-air information.
- One Way (OW) Journey: Trip that does not go back to its origin city.
- Roundtrip (RT) Journey: A flight that involves flying to a single destination and back to origin city.
- Circle Trip (CT) Journey: A trip that involves two or more than one destination.
- Open Jaw (OJ) Journey: A trip where the next departure city is different from the arrival city.

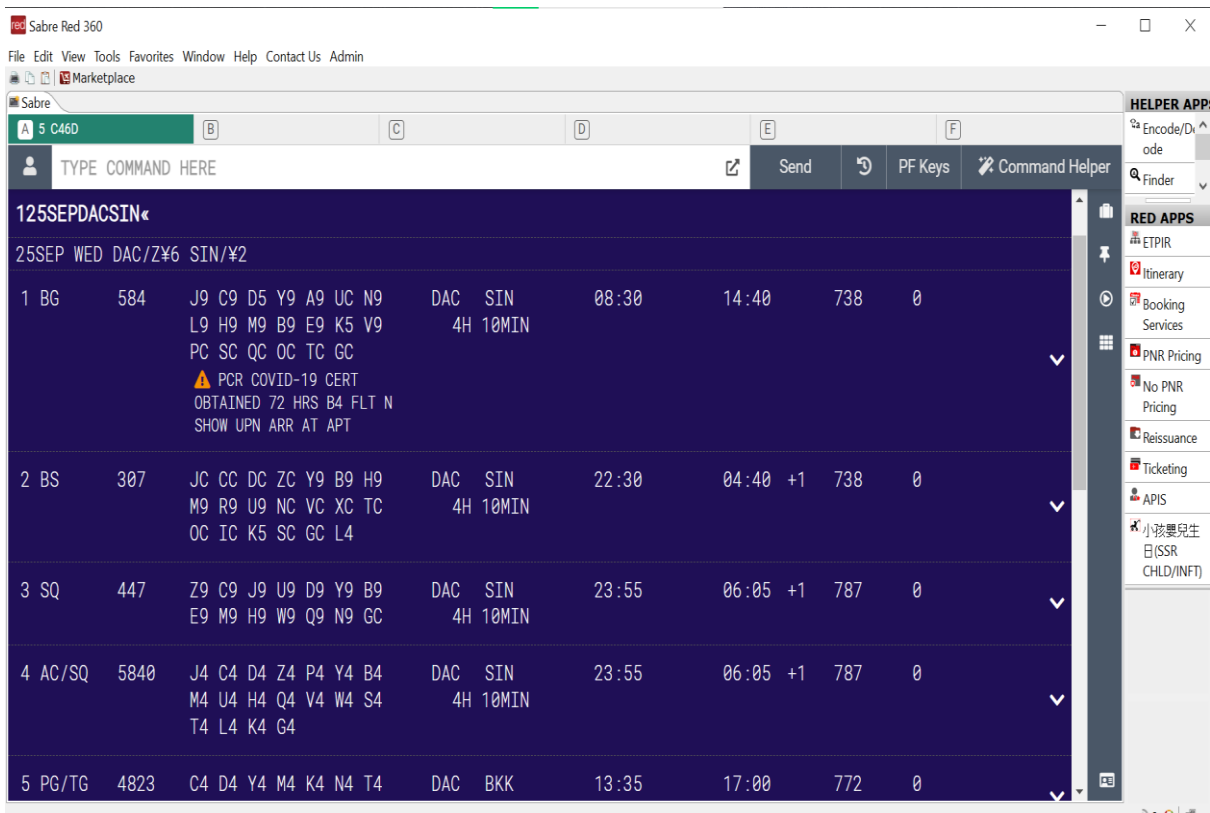
Check Flight availability

You check flight availability in the GDS Sabre system for 360 days from today's. You check flight availability as per your passenger queries.

Entry code	Action
130JUNDACLHR	Sabre availability
130JUNDACSIN¥BG	With specific airline
130JUNDACMH¤MH	Direct Accessibility with specific airlines
130JUNBAHNYC1APAR	Via connecting city and time
130JUNDACNYC//FB	Only First class
130JUNDACSIN//BB	Only Business Class
130JUNDACSIN//YB	Only Economy Class
130JUNBAHPAR-Y	Specific class
1*	More availability
1*OA	Return to original availability
1*R	Redisplay last availability
1¥2	Plus days
1-2	Minus days
123JUL	Different date
1¥ BG	With specific carrier
1¥ ALL	Display with all carriers
1R10JUL	Return in specific date
1R¥7	Return plus number of days

Now we are checking availability as per passenger queries (Screen response from Sabre System)

Enter: 125SEPDACSIN



Call out	Explanation
1	General availability from the Sabre system for the day of the week and city pair requested for a 24 hour period, Line Number
BG	Airlines Code
584	Flight Number
J9 C9 D5 Y9 A9....OC TC GC)	Booking Class and seat availability
DAC	Departure Point/Origin
SIN	Arrival Point
4H 10 MIN	Total Flight Duration
08:30 (Local Time-DAC)	Departure Time
14:40 (Local Time-SIN)	Arrival Time
738 Boeing Aircraft	Aircraft Type/Equipment Type
0	Non-stop flight
+	+ Next day arrival time

Itinerary creation (Seat Sell)

Entry Code	Action
01Y1	01- Number of Pax 01 & Y- Booking Class, 1-Line Number
01Y7M8	01- Number of Pax 01 & Y- Booking Class, 7-Line Number M class Line number 8
01Y7*	Connecting flight/same class
01Y7LL	Waitlist segment
01Y7M8LL*	Waitlist connecting flights/different class
0AA	Surface segment (ARNK)
01Y1OPEN	Sell open segment

01Y1<

BOOKING STATUS: SEGMENTS ADDED TO PNR

1 SQ 447 Y 25SEP WED DAC SIN SS1 23:55 06:05 +1

125SEPDACYYZ*TK<

25SEP WED DAC/Z¥6 YYZ/EDT

1 TK	713	C4 D4 Z4 K4 J0 R3 Y9 B9 M9 A9 H9 S9 O9 E0 Q0 TC LC VC PC X0 N0 G0	DAC IST 8H 55MIN	06:20	12:15	333	0
2 TK	17	C4 D4 Z4 K4 J0 R3 Y9 B9 M9 A9 H9 S9 O9 E0 Q0 TC LC VC PC X0 N0 G0	YYZ 10H 35MIN	15:10	18:45	77W	0

01Y1*
<

BOOKING STATUS: SEGMENTS ADDED TO PNR

1 TK	713	Y	25SEP WED	DAC IST	SS1 06:20	12:15
2 TK	17	Y	25SEP WED	IST YYZ	SS1 15:10	18:45

NO NAMES

1 TK	713Y	25SEP	3	DACIST*SS1	0620	1215	/DCTK /E
2 TK	17Y	25SEP	3	ISTYYZ*SS1	1510	1845	/DCTK /E
3 TK	2Y	30SEP	1	JFKIST*SS1	1925	1235	01OCT 2 /DCTK /E
4 TK	712Y	01OCT	2	ISTDAC*SS1	1815	0450	02OCT 3 /DCTK /E

C46D.C46D*AST 1219/29MAR24

0AA<

ARNK INSERTED

*A<

NO NAMES

1 TK	713Y	25SEP	3	DACIST*SS1	0620	1215	/DCTK /E
2 TK	17Y	25SEP	3	ISTYYZ*SS1	1510	1845	/DCTK /E
3	ARNK						
4 TK	2Y	30SEP	1	JFKIST*SS1	1925	1235	01OCT 2 /DCTK /E
5 TK	712Y	01OCT	2	ISTDAC*SS1	1815	0450	02OCT 3 /DCTK /E

C46D.C46D*AST 1219/29MAR24

Phone Field

The phone field (9) stores all phones numbers in the PNR. It is recommended that travel agents use industry standard phone field formats. If there are multiple phone contacts, the agency phone number should be listed first. When notes, remarks, and non-standard characters such as * , ‡ / # are included in the phone field, this may cause slow responses or Tele type rejects from some carriers.

Task/ Action	Identifiers	Entry Code
Enter the phone field (Travel Agent)	A = Agency	9(area code)-(prefix)-(number)-(identifier) 9 ABCD Travel BD CTC 8802-555-1234 REF AHNAF -A
Enter the phone field with an (Business)	B = Business	9 88-01712008950-B
Enter the phone field with an (Pax-Home No)	H = Home	9 88-0170000000-H
Enter the phone field with an (Pax contact no)	M = Mobile or C=Cell	3CTCM/017111111-1.1
Enter the phone field with an (Pax Email address)	E=Email	3CTCE/abcd//gmail.com-1.1
	F= Fax	
Display Phone Field	*P9	
Display email address	*PE	
Display remarks field	*P5	

BOOKING STATUS: SEGMENTS ADDED TO PNR

```

1 SQ          447  Q   25SEP WED   DAC SIN          SS1 23:55      06:05      +1
-AZAD/ABUL KALAM MR«
*
9  ABCD TOURS AND TRAVELS BD CTC 8802-555-1234 REF AHNAF -A«
*
3CTCM/017111111-1.1«
*
3CTCE/ABCD//GMAIL.COM-1.1«
*

```

Ticketing Field

The ticketing field (7) allows information to be entered to store a date and queue information prior to ticketing, depending on the agency needs. After ticketing, this field is automatically updated with ticket numbers.

Task/ Action	Identifiers	Entry Code
Automatically place PNR on Queue 9 (ticketing queue) on a specified date	7TAW(ticket date)/	7TAW15AUG/
Place PNR on Queue 9 (ticketing queue) immediately	7TAW/	7TAW/
Automatically place PNR on a specified date and a personal queue	7TAW(ticket date)/queue	7TAW15AUG240/
Display Ticketing Field	*T	*T

BOOKING STATUS: SEGMENTS ADDED TO PNR									
1	SQ	447	Q	25SEP WED	DAC SIN	SS1 23:55	06:05	+1	
-AZAD/ABUL KALAM MR«									
*									
9	ABCD TOURS AND TRAVELS BD CTC 8802-555-1234 REF AHNAF -A«								
*									
3CTCM/017111111-1.1«									
*									
3CTCE/ABCD//GMAIL.COM-1.1«									
*									
7TAW/«									
*									

Received Field:

The Received from Field (6) is used to identify the person who made or requested the received and change to the PNR.

Task/ Action	Identifiers	Entry Code
Enter the received from field Note: 6A is commonly used to indicate received from PNR request	6(Name)	6A or 6AHSAN

BOOKING STATUS: SEGMENTS ADDED TO PNR

```

1 SQ          447  Q   25SEP WED   DAC SIN          SS1 23:55      06:05      +1
-AZAD/ABUL KALAM MR«
*
9  ABCD TOURS AND TRAVELS BD CTC 8802-555-1234 REF AHNAF -A«
*
3CTCM/017111111-1.1«
*
3CTCE/ABCD//GMAIL.COM-1.1«
*
7TAW/«
*
6A«
*

```

End of Transaction Field is inserted and transmitted:

Task/ Action	Entry Code
End the PNR and store it in the Sabre database	E
End of transaction and retrieve the PNR	ER
End of transaction and ignore PNR	ET

ER«

FHPZJH

RECORD LOCATOR REQUESTED

1.1AZAD/ABUL KALAM MR

1 SQ 447Q 25SEP 3 DACSIN HK1 2355 0605 26SEP 4 /DCSQ /E

TKT/TIME LIMIT

1.TAW/

PHONES

1.DAC ABCD TOURS AND TRAVELS BD CTC 8802-555-1234 REF AHNAF
-A

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY

GENERAL FACTS

1.SSR CTCM SQ HK1/017111111

2.SSR CTCE SQ HK1/ABCD//GMAIL.COM

RECEIVED FROM - A

C46D.C46D*AST 1142/29MAR24 FHPZJH H

PNR is created, Ignore and retrieved

These formats are used to ignore a PNR and remove any changes made since the last time a Record was ended.

Task/ Action	Entry Code
Ignore and redisplay the PNR. (Used to ignore changes you do not want to save. Ignore entries entered to input information into a PNR. This clears the I screen and returns a previously ended PNR to the database without changes)	IR

```

IR«
FHPZJH
1.1AZAD/ABUL KALAM MR
1 SQ 447Q 25SEP 3 DACSIN HK1 2355 0605 26SEP 4
/DCSQ*6UR6IU /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.DAC ABCD TOURS AND TRAVELS BD CTC 8802-555-1234 REF AHNAF
-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
GENERAL FACTS
1.SSR CTCM SQ HK1/017111111
2.SSR CTCE SQ HK1/ABCD//GMAIL.COM
3.SSR ADTK 1B TO SQ BY 12APR 2300 DAC TIME ZONE OTHERWISE WIL
L BE XLD
RECEIVED FROM - A
C46D.C46D*AST 1142/29MAR24 FHPZJH H
  
```

TYPE OF PASSENGER	CODE
Adult	ADT
Adult Standby	ASB
Adult with age restriction	B68
Agent	AGT
Agent discount AD50N1	ADN
Agent discount AD75N1	ADA
Agent discount UD50N1	UDN
Agent discount UD75N1	UDA
Airline buddy standby	BUD
Airline staff standby	AST

No-revenue standby	NSB
Cabin baggage	BAG
Age restricted companion	A55
Companion	CMP
Contract bulk adult	JCB
Contract bulk child	J10
Contract bulk infant	JNF
Coupon	CPN
Carnet coupon travel	CNT
Incentives certificates	ICP
Student	STU
Student standby	SDB
Teacher	TEA
University employee	UNV
Electronic ticket discount adult	EDT
Electronic ticket discount child	ECH
Electronic ticket discount infant	ENF
Internet fares	WEB
Frequent flyer	FFY
Frequent flyer-preferred	FFP
Frequent flyer child	T09
City/Country/Government travel	GCT
Government contract passenger	GCF
Government employee dependent	GDP
Government employee on leave	LTC
Government exchange	GEX
Government travel	GVT
Government travel child	Y04
Multi state government passenger	MSG
State government passenger	GST
Group	GRP
Group child	G03
Group inclusive tour	GIT
Group inclusive tour child	E03
Group school party	GSP
Group visit another country adult	VAG
Group visit another country child	Z11
Blind passenger	BLD
Disabled person	DIS
Patients traveling for medical treatment	MED
Card carrying holder	CCH
Card carrying member	CCM
Master card purchase only	MCS
Charter adult passenger	PCR
Charter child passenger	P08
Charter youth passenger	YCR
Accompanied child	C07
Child standby	CSB

Unaccompanied child	UM or U09
Infant accompanied by a youth	INY
Infant with seat	INS
Infant without a seat	INF
Youth confirmed	YTH
Youth standby	YSB
Accompanied passenger	ACC
Accompanied Spouse	SPA
Spouse	SPS
Labour/ Worker	LBR
Labour/Worker Child	L08
Labour/worker Infant	LIF
Restricted senior citizen with multiple age	S70
Senior citizen	SRC
Senior citizen standby	YCB
Senior discounted companion	SCC
Air sea fare	ASF
Emigrant	EMMI
NATO passenger	NAT
National citizen of a specific country	NTL
Passenger occupying two seats	OTS
Pilgrim	PIL
Refugee	REF
Seaman	Sea
Sports passenger	SPT
State resident	STR
Timesaver	TIM



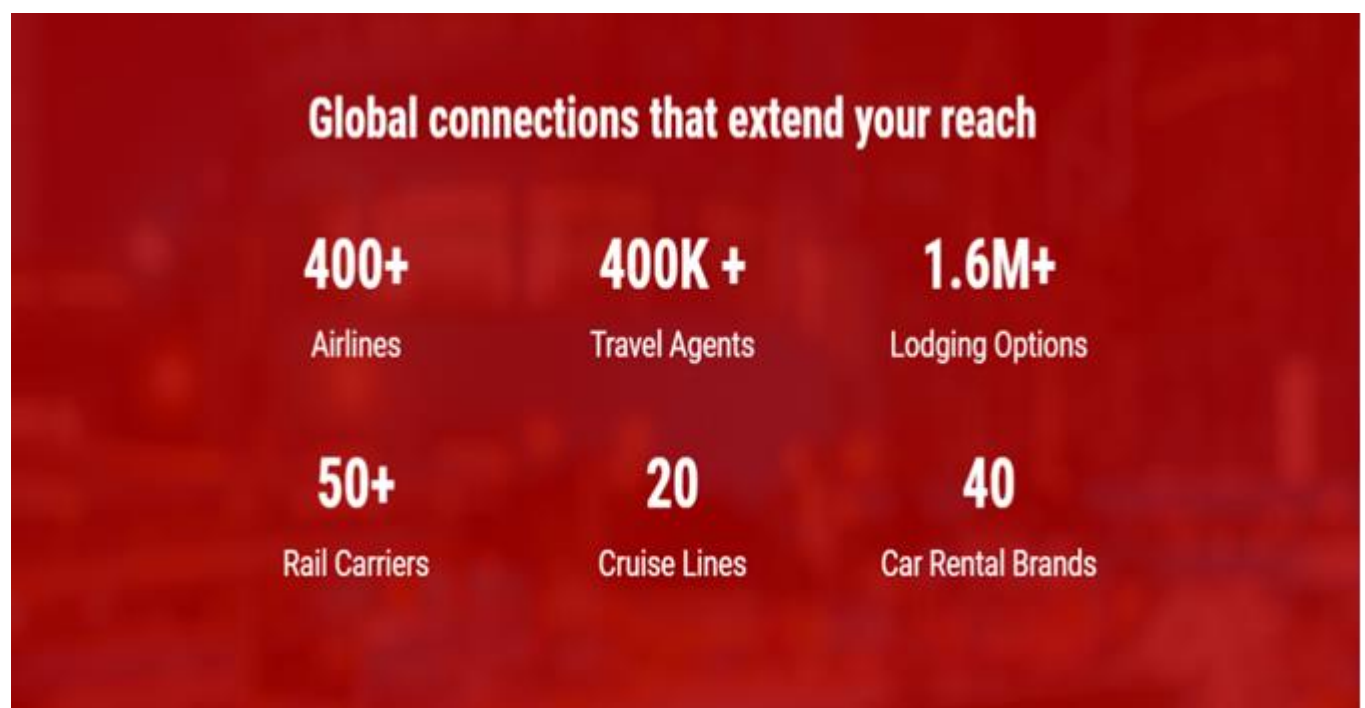
For over half a century, Sabre’s technology has revolutionized the way people travel. The history of Sabre is a fascinating look inside one of the industry’s more enduring technologies. From the birth of

airline automation, to #7 on the list of InformationWeek’s “Greatest Software Ever Written,” learn about the technology and the people who helped Sabre become what it is today.

Sabre Global Distribution System, owned by Sabre Corporation, is a travel reservation system used by travel agents and companies to search, price, book, and ticket travel services provided by airlines, hotels, car rental companies, rail providers and tour operators. Originally developed by American Airlines with the assistance of IBM in 1960, the booking service became available for use by external travel agents in 1976 and became independent of the airline in March 2000.

The system's parent company is organized into three business units

- Sabre Travel Network: global distribution system
- Sabre Airline Solutions: airline technology
- Sabre Hospitality Solutions: hotel technology solutions



Airlines reservation software

Ticketing and booking are two separate processes. Booking just holds the seat on the plane. Ticketing means that the seat is paid for and the passenger has the right to take it during the flight. There is a certain time lag between these steps, even if a traveller pays for the trip immediately, as most airlines require. It usually takes up to three working days to verify payment details and finalize money transmission.

Since there are no ticket agents anymore and you don't need to call them to reserve a paper ticket, today's flight booking pipeline is considered to be simpler than before. But still, a single booking requires a number of different operations, all bound to one another. Most of these processes remain overcomplicated by numerous connections to different services, systems, and distribution channels. As innovations are adopted by both airports and airlines quite slowly, there still are GDSs and multiple airline flight booking APIs to ensure seat, ancillary, and fare distribution. The whole process of this traveller/airline interaction can be divided into several major steps

- flight search,
- flight booking,
- ancillary booking,
- using frequent flyer miles and points,
- payment processing,
- ticketing,
- check-in and boarding, and
- Baggage handling and reclaim.

Self-Check Sheet - 1: Make Passenger Name Record (PNR)

1. What is PNR?

Ans:

2. How many mandatory fields in a PNR?

Ans:

3. What does mean ticketing field?

Ans:

4. What is ER?

Ans:

5. Write down below type of passenger code?

- i) Student
- ii) Labour/worker
- iii) Group inclusive tour
- iv) Patients traveling for medical treatment
- v) Infant without a seat
- vi) Adult
- vii) Agent

Ans:

6. Your customer wishes to fly from Dhaka to Zurich on 12 October. He prefer schedule for Turkish Airlines. Give him flight details -flight number, departure and arrival time and aircraft type?

Ans:

7. Write down Sabre GDS Infant command?

Ans:

8. What is Segment?

Ans:

9. What does you mean circle trip?

10. Ans:

10. What is Auxiliary Segment?

Ans:

Answer Key - 1: Make Passenger Name Record (PNR)

1. PNR is a **passenger name record** (PNR) is a record in the database of a computer reservation system (CRS) that consists of the personal information for a passenger and also contains the itinerary for the passenger, or a group of passengers travelling together.

2. Users have five (5) mandatory elements that must be entered in order to create a PNR or BF. If all five fields are not present you will not be able to end transaction on the Booking File.

The mandatory fields are:

- Itinerary/availability field
- Passenger name/name field
- Phone number/phone field
- Ticketing information/ticketing field
- Received from (who gave instructions to make the booking)/received field.

3. The ticketing field (7) allows information to be entered to store a date and queue information prior to ticketing, depending on the agency needs. After ticketing, this field is automatically updated with ticket numbers.

4. ER is End of transaction and retrieve the PNR.

5. i) STU

ii) LBR

iii) GIT

iv) MED

v) INF

vi) ADT

vii) AGT

6.

1	TK	713	C4 D4 Z4 K4 J4 I4 R4 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V7 PC X9 N0 G0	DAC IST 8H 55MIN	06:20	12:15	333	0
2	TK	1909	C4 D4 Z4 K4 J4 I4 R4 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V7 PC X9 N0 G0	ZRH 3H 00MIN	15:25	17:25	333	0
3	TK	713	C4 D4 Z4 K4 J4 I4 R3 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 LC VC PC X0 N0 G0	DAC IST 8H 55MIN	06:20	12:15	333	0
4	TK	1911	C4 D4 Z4 K4 J4 I4 R3 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 LC VC PC X0 N0 G0	ZRH 3H 00MIN	20:20	22:20	73H	0

7. Infant command is : -I/AHSAN/ASHDIN MSTR*I10

8. **Segment / Leg / Sector:** The sum of all portions from beginning to ending of passenger's trip even though separated by gap (s). Flight segment or auxiliary segment of the itinerary.

9. **Circle Trip (CT) Journey:** A trip that involves two or more than one destination.

10. **Auxiliary Segment:** Consist of non-air information.

Job Sheet-1.1: Make a reservation using GDS -Sabre system.

Working Procedure:

Make a reservation: Book a 1(one) seat, Y class (Economy Class). Traveling from Dhaka to Doha on 25 November. After 05 days back to Dhaka.

- Use your own name.
- Your agency name is Ashdin Tours and Travels. Dhaka, Phone 88002299, followed by Mr Araf as the agency reference.
- Your customer mobile number is 01713000011.
- Your customer email address is bangla1952@gmail.com

Specification Sheet-1.1: Make a reservation using GDS -Sabre system.

Necessary Equipment

Sl. No	Name of Equipment	Specification	Unit	Quantity
1	Computer with internet connection		No.	01
2	GDS training version software		No.	01

Job Sheet-1.2: Make a reservation using GDS -Sabre system.

Working Procedure

Md Abul Kalam Azad made a tour Plan, he and his family travel from Dhaka to Rome on 25 September. His family prefers Turkish airlines Economy class Ticket. After five Days they back Dhaka, Bangladesh.

Passenger Information Details:

- Use you other name.
- 01 Adult, 01 child, 01 Infant
- Child aged 10 years, Infant aged 15 months
- Your agency name is Ashdin Tours and Travels. Dhaka, Phone 88002299, followed by Mr Ahnaf as the agency reference.
- Your customer mobile number is 01700002211.
- Your customer email address is victory1971@gmail.com

Specification Sheet-1.2: Make a reservation using GDS -Sabre system.

Necessary Equipment

Sl. No	Name of Equipment	Specification	Unit	Quantity
1.	Computer with internet connection		No.	01
2.	GDS training version software		No.	01

Learning Outcome 2: Modify Passenger Name Record (PNR)

Assessment Criteria	<ol style="list-style-type: none"> 1. PNR modification is interpreted 2. Reason for PNR modification is analyzed 3. PNR is modified as per passenger's request 4. PNR is cancelled 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. GDS Softwear 9. White board and marker
Contents	<ol style="list-style-type: none"> 1. PNR modification 2. Reason for PNR modification 3. PNR is Cancellation
Activities/job/Task	<ol style="list-style-type: none"> 1. Modify Passenger Name Record (PNR)
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	<ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 2: Modify Passenger Name Record (PNR)

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 the learning materials	1. Instructor will provide the learning materials 'Modify Passenger Name Record (PNR)'
2. Read the Information sheet and complete the Self Checks & Check answer sheets on "Modify Passenger Name Record (PNR)"	2. Read Information sheet 1: Modify Passenger Name Record (PNR) 3. Answer Self-check 1: Modify Passenger Name Record (PNR) 4. Check your answer with Answer key 1: Modify Passenger Name Record (PNR)
3. Read the Job/Task Sheet and Specification Sheet and perform job/Task	5. Job/Task Sheet and Specification Sheet Job Sheet-2: Modify Passenger Name Record (PNR)

Information Sheet 2: Modify Passenger Name Record (PNR)

Learning Objective:

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

1. PNR modification
2. Reason for PNR modification
3. PNR cancellation

2.1. PNR Modification or Cancellation

Passengers may need to modify their travel plans or cancel their trip due to unforeseen circumstances. When a reservation is cancelled or modified, the PNR number status will change accordingly.

PNR modify reason

One of the most common reasons for changes in PNR number status is reservation cancellations or modification. Passengers may need to cancel their trip due to unforeseen circumstances or modify their travel plans. When a reservation is cancelled or modified, the PNR number status will change accordingly.

1. Cancel segments, weather all or part of an itinerary.
2. Cancel all segment and as per passenger request, when he travel that again rebook flight (new segment) as per same PNR and reissue ticket.
3. As per passenger request change date, class change, or flight change as per passenger required flight timing/ schedule.

Function	Entry code
Cancel PNR/Cancel all itinerary segment	XI
	6A-ER-IR
Cancel a specific itinerary segment	X1 (1no Segment Cancel)
Cancel Multiple Itinerary Segments	X1-2 (1,2 no Segment Cancel)
Cancel itinerary specific Segment	X1/4 (1, 4 no segment cancels)
Display PNR	*A
To complete the cancellation process, it is necessary to add a received from field, and end transaction.	

Cancel Segment 2

```
JODAMD
1.1MIAH/ABDULLAH MR 2.1KHATUN/ROFAZA MRS
3.1HABIB/AHSAN MR*C10 4.I/1AZAD/AKBAR MR*I10
1 TK 713Q 25OCT 5 DACIST*HK3 0620 1215 /DCTK*THLCTB /E
2 TK 1Q 25OCT 5 ISTJFK*HK3 1345 1730 /DCTK*THLCTB /E
-----
1.1MIAH/ABDULLAH MR 2.1KHATUN/ROFAZA MRS
3.1HABIB/AHSAN MR*C10 4.I/1AZAD/AKBAR MR*I10
1 TK 713Q 25OCT 5 DACIST HK3 0620 1215 /DCTK*THLCTB /E
TKT/TIME LTIMT
```


Cancel PNR/Cancel all itinerary segment:

```
JODAMD
1.1MIAH/ABDULLAH MR 2.1KHATUN/ROFAZA MRS
3.1HABIB/AHSAN MR*C10 4.I/1AZAD/AKBAR MR*I10
NO ITIN
```

Seat change, Class change & Date Change

Function	Entry code
Change seat sell	,3S1-2 (3 seats need and segment1-2) ,3S1-2/3 (3 seats need and segment1-2/3)
Class Change	WC1K (1segment class will be K), WCAN (all seg. N class)
	WC1-5K (Segment 1-5 is K CLASS WC1/3Q (Only 1& 3 segment Q class).
Date Change	X1¥0013SEP (No 1 segment date change).
Display Itinerary	*I

Class change

```
JODAMD
1.1MIAH/ABDULLAH MR 2.1KHATUN/ROFAZA MRS
3.1HABIB/AHSAN MR*C10 4.I/1AZAD/AKBAR MR*I10
1 TK 713Q 25OCT 5 DACIST*HK3 0620 1215 /DCTK*THLCTB /E
2 TK 1Q 25OCT 5 ISTJFK*HK3 1345 1730 /DCTK*THLCTB /E
TKT/TIME LTIMT
WC1-2Y<
-----

OK - CLASS OF SERVICE CHANGED *CHK SPM*
1 TK 713Y 25OCT 5 DACIST*SS3 0620 1215 /DCTK /E
SURNAME CHG NOT ALLOWED FOR TK-Y FARECLASS
2 TK 1Y 25OCT 5 ISTJFK*SS3 1345 1730 /DCTK /E
SURNAME CHG NOT ALLOWED FOR TK-Y FARECLASS
-----
*A<
JODAMD
1.1MIAH/ABDULLAH MR 2.1KHATUN/ROFAZA MRS
3.1HABIB/AHSAN MR*C10 4.I/1AZAD/AKBAR MR*I10
1 TK 713Y 25OCT 5 DACIST*SS3 0620 1215 /DCTK /E
2 TK 1Y 25OCT 5 ISTJFK*SS3 1345 1730 /DCTK /E
TKT/TIME LTIMT
```

Date change

```
X1-2¥0010NOV«
-----
1 TK 1Y 10NOV 7 ISTJFK*SS3 1510 1910 /DCTK /E
2 TK 713Y 10NOV 7 DACIST*SS3 0715 1330 /DCTK /E
```

Modify Name field

Function	Entry code
Change a single passenger whole name field.	-1.1¤AZAD/AKBAR MR
Only the first name will be changed not the last name	-2.1¤AHSAN
Change a multiple passenger name	-3. KHAN/SAWAD MR/AZRANMRS/EVANA MSTR Name association: 1.1 2.1 3.1
Delete all names in name item 1	-1.1¤
Delete names 1.1 and 3.1 only	-1.1,3.1¤
Child age modification	-2.1¤*C10
Infant age modification	-1.1¤*I08
Display Name field	*N

Only first name change

```
1.1AHMED/AKABR MR
1 SQ 447Q 25DEC 3 DACSIN SS1 2355 0600 26DEC 4 /DCSQ /E
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
-----
1.1AHMED/ISLAM
1 SQ 447Q 25DEC 3 DACSIN SS1 2355 0600 26DEC 4 /DCSQ /E
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
16D 016D110T 01001001001
```

Delete Name

```

-1.1a<<
*
*A<<
NO NAMES
1 SQ 447Q 25DEC 3 DACSIN SS1 2355 0600 26DEC 4 /DCSQ /E
    
```

Modify Phone field

Function	Entry code
Change phone number	9 1a (9 Phone field ,1-line no which u delete)
Display Name field	*P

Phone field delete

```

1.1MAHMUD/NAZIR MR 2.1AZAD/KALAM ABUL
3.1AZAD/ABUL KASHEM MR
1 SQ 447Q 20SEP 5 DACSIN HK3 2355 0605 21SEP 6 /DCSQ /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.SARINA TRAVEL LOGISTICS EVENT SOLUTION LTD CTC 0173345538
7 REF A
91a<<
*
*P<<
GUEPBR
TKT/TIME LIMIT
1.TAW/
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
RECEIVED FROM - A
    
```

Modify Ticketing field

Function	Action Code
Change Ticketing item	71a (7 Phone field ,1-line no which u delete)
Display Name field	*P

Function	Entry code
Change itinerary remark	51¤ ¥ NEW TEXT
Delete remark from line	51¤
Change an OSI facts for a particular airline in the PNR	31¤EK VIP PASSNGER-2.1
Delete OSI	32¤
Delete DOCS	36.XX
Delete DOCO	37.XX
Delete DOCA	38.XX
Delete CTC (contact information)	34¤ (3 Is SSR item, delete line no 4)
Cancel SSR item	31¤
Change an SSR facts for all airline in the PNR for passenger 3.1	31¤PASSENGER SPEAKS FRENCH ONLY-3.1
Cancel seats for segment 2	4GX2
Cancel specific seat from segment 1	4GX1/12A
Cancel all seats	4GXALL
Delete Frequent Flyer (FF) number	FF1¤
Change FF Number for line number 1	FF1¤EK123456
Display FF number	*FF

PNR is Cancelled:

```

JODAMD
1.1MIAH/ABDULLAH MR 2.1KHATUN/ROFAZA MRS
3.1HABIB/AHSAN MR*C10 4.I/1AZAD/AKBAR MR*I10
1 TK 713Q 25OCT 5 DACIST*HK3 0620 1215 /DCTK*THLCTB /E
2 TK 1Q 25OCT 5 ISTJFK*HK3 1345 1730 /DCTK*THLCTB /E
-----
JODAMD
1.1MIAH/ABDULLAH MR 2.1KHATUN/ROFAZA MRS
3.1HABIB/AHSAN MR*C10 4.I/1AZAD/AKBAR MR*I10
NO ITIN

```

Self-Check Sheet - 2: Modify Passenger Name Record (PNR)

1. Write down the reason of PNR modification?

Ans:

2. Write down below answer in sabre command?

Ans:

- a. Delete/change phone field.**
- b. Delete/change remark from line.**
- c. Delete/change CTC (Contact Information)**
- d. Delete/change OSI**
- e. Cancel all seat**
- f. Delete/Change Ticketing item.**
- g. Delete frequent flyer number**
- h. Cancel PNR/Cancel all itinerary segment**
- i. Date Change**

3. How do I retrieve a PNR from a record locator?

Ans:

4. How does the PNR work?

Ans:

Answer Key - 2: Modify Passenger Name Record (PNR)

1. Ans: PNR modify reason: One of the most common reasons for changes in PNR number status is reservation cancellations or modification. Passengers may need to cancel their trip due to unforeseen circumstances or modify their travel plans. When a reservation is cancelled or modified, the PNR number status will change accordingly.

1. Cancel segments, weather all or part of an itinerary.
2. Cancel all segment and as per passenger request, when he travel that again rebook flight (new segment) as per same PNR and reissue ticket
3. As per passenger request change date, class change or flight change as per passenger required flight timing/ schedule.

2. Ans:

- a) 9 1✕
- b) 51✕
- c) 34 ✕
- d)32✕
- e) 4GXALL
- f) 71✕
- g) FF1✕
- h) XI
- i) X1¥0013SEP

3. Ans: An active PNR can be retrieved by record locator, full name or partial name. Retrieve PNR by record locator. For example: To retrieve a PNR by passenger's name, enter *and - last name of passenger. For example: * - **MIAH**

4. Ans: The PNR's operational process can be broken down as follows: Airlines or their authorized representatives collect passenger information during the flight reservation process, including personal details, flight segments, seating preferences, and special requirements.

Job Sheet-2: Modify Passenger Name Record (PNR)

Working Procedure:

Md Siddiquil Ahsan make a tour Plan, he and his family travel from Dhaka to Thailand on 25 November. His family prefers Biman Bangladesh airlines Economy class Ticket. After five Days they back Dhaka, Bangladesh.

Passenger Information Details:

- Use you other name.
- 02 Adult, 01 child, 01 Infant
- Child aged 10 years, Infant aged 15 months
- Your agency name is Ashdin Tours and Travels. Dhaka, Phone 88002299, followed by Mr Araf as the agency reference.
- Your customer mobile number is 01700002211.
- Your customer email address is victory1971@gmail.com

After PNR creation modify PNR below instruction:

- Change Class make it Q –class
- Date change it will be 28th November
- Change Customer contact no it will be 0189204500

Specification Sheet-2: Modify Passenger Name Record (PNR)

Necessary Equipment

Sl. No	Name of Equipment	Specification	Unit	Quantity
1.	Computer with internet connection		No.	01
2.	GDS training version software		No.	01

Review of Competency

Below is your self-assessment rating for module **OU-TH-RT-04-L2-V1**

Assessment performance Criteria	Yes	No
1.1 Identified sources of PNR	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Create Itinerary field as per Passenger request	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Insert Name field correctly as per SOP	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Insert Phone field correctly as per SOP	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Insert Ticketing field correctly as per SOP	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Insert Received field correctly as per SOP	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Creation of PNR Insert Ignore and retrieved correctly as per SOP	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Identified and interpreted PNR Modification	<input type="checkbox"/>	<input type="checkbox"/>
2.1 PNR Modification are Interpreted	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Identified reason of PNR Modification	<input type="checkbox"/>	<input type="checkbox"/>
2.3 PNR is modification as per passenger's request	<input type="checkbox"/>	<input type="checkbox"/>
2.4 PNR is cancelled as per workplace standard	<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 ‘Making Reservation’ (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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