

About

Study popular tourism destinations and improve the sales skills with IATA's Travel and Tourism Consultant course to successfully advise the clients on the best travel options. Learn how to customize and construct complex travel itineraries, develop specialized knowledge of travel products, and gain the skills to process ticket exchanges and reissues. Enhance the sales skills to successfully turn prospects and existing customers into returning clients and understand how industry regulations affect the travel operations.

Objective

Upon completing this course, you will have the skills to:

- Identify and consult on popular international travel and tourism destinations
- Advise on modes of transportation, accommodation and tours
- Apply IATA resolutions that apply to accredited travel agencies
- Construct complex fares and manage changes to electronic tickets

Content

The key topics covered during this course include:

- Popular tourism destinations
- Sales techniques
- Airfare construction and ticket exchanges/ reissuance
- Travel industry laws and regulations
- Tour, luxury and group travel options
- Accommodation (other than hotels)
- Social media marketing

Prerequisite

- Proficient in both spoken and written English; knowledge of other languages is a plus.

Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Passing Grade: 60% correct answers

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.