



# Foundation in Travel and Tourism with Abacus

Ce cours est aussi dispensé en français.

DESCRIPTION

PRICES & REGISTRATION

EXAM SCHEDULE

## About

Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional. Provide advice on flight, accommodation and tour products, and how to ensure travelers fulfill necessary travel requirements. Improve your customer service and sales skills in order to better advise travel customers about when and where to travel based on their needs. Learn to use a global distribution system to create and manage reservations.

**Course format:** This is a distance learning course, available in printed or electronic format.

- › This course requires approximately 200 hours of study, to be completed in 18 months.
- › All candidates will be given 2 attempts to successfully complete the final exam.
- › To successfully pass the exam, the student must achieve a grade of 60% or higher.

## What you will learn

After completing this course you will be able to:

- › Advise customers on passport and visa requirements, as well as on travel insurance options
- › Promote services and facilities available to airline passengers during their travel
- › Interpret standard industry codes to plan and reserve travel itineraries
- › Sell rail travel, car rental, hotel accommodation, cruises and pre-packaged tour products
- › Provide good customer service and retain customer loyalty
- › Use the Global Distribution System to make and maintain reservations and issue travel documents

## Key topics

- › The travel and tourism industry and the working environment for travel professionals
- › Geography and industry codes
- › Travel documents and the airline passenger experience
- › Air transport products and services
- › Rail, hotel, car rental, cruise and tour products
- › Customer service principles
- › Airfares and ticketing
- › The Abacus system functionality

## Download full outline and schedule

## Who should attend

This course is recommended for:

- › Travel agents
- › Airline reservation agents
- › Tour operators
- › Call center agents

## Certificate awarded

By successfully completing the examination you will receive the [Foundation in Travel and Tourism Diploma](#).

This course is a step toward earning an IATA Diploma in:

- › [Foundation in Travel and Tourism Diploma](#)
- › [Travel Sales and Operations Diploma](#)

## Additional information

## Exam information

- › Exam Delivery Method: Supervised exam in IATA Exam location. Physical Attendance is required. Depending on exam venue availability online exams are available. Please read the [General Information](#) on Distance Learning Exams.
- › Exam Format: Multiple Choice questions. Open Text Book, Foldout Maps are not permitted
- › Number of questions: 100
- › Time Allowance: 3 hours
- › Passing Grade: 60 correct answers
- › Distinction Grade: 90 correct answers
- › Course edition applicable for the Exam: [Please refer to this page](#)

### Further training

- › Graduates of this course can apply for the [Harvard ManageMentor \(HMM\)](#) distance learning program at a special graduate price.
- › This course can be taken as part of the [Leadership & Management Training Program](#) diploma

### Subject areas

Find related courses:

- › [Travel and tourism](#)
- › [Quality, audit and operations](#)