RESERVATION SYSTEMS / SYLLABUS

Galileo Training

Practise core Galileo reservation and passenger-servicing workflows.

Duration	Units	Assessment format
40 learning hours	4	50 questions / 90 minutes

Who this programme is for

New and developing reservation consultants.

Duration and learning approach

The published course duration is a programme-specific learning allocation. The 80/20 TQT rule for levelled qualifications is not applied to this course. Confirm the delivery timetable and assessment arrangements before enrolment.

The learning plan includes reading, demonstrations, practical work and feedback. Time spent reading a page is not the sole measure of learning; keep evidence of completed activities.

Programme information and enrolment

Delivery, evidence and assessment

Online learning

Use the programme materials and practice activities in sequence. Compare your output with the feedback and record the decisions you would revise.

ATP-supported learning

Where delivered through an ATP, agree the timetable, access arrangements, feedback and assessment dates with your provider.

How to use the learning materials

Begin with the unit outcomes. Study the mapped explanations and worked examples, then produce the activity evidence before opening suggested answers. Record the source, calculation or reasoning behind each decision. Revise the output after feedback. A completed reading checklist does not by itself demonstrate that an outcome has been achieved.

Mock and final examinations

Multiple-choice examination: 50 questions, 90 minutes.

Mock examinations are formative practice. Use feedback to revisit the linked units; a mock score does not award a certificate. Final examinations assess the specified knowledge and applied decisions through the configured question format. Practical outputs develop skills that multiple-choice questions alone cannot directly demonstrate. Confirm the available final assessment, supervision, submission and scheduling arrangements in the learner portal or with WTTA/your ATP.

Evidence integrity and support

Use fictional customer details for practice. Identify your sources and distinguish supplied case assumptions from real operating rules. Submit your own work, keep a record of revisions, and request reasonable learning or assessment arrangements through the published learner-support procedures. Current supplier and official requirements take priority over training examples.

WTTA learner policies and support

Unit and duration map

Unit	Learning hours	Mock questions	Final questions
1. Availability and flight selling	10	6	12
2. Passenger name records	10	9	17
3. Fare quotation and ticketing	10	7	9
4. Changes, queues and itinerary servicing	10	6	12

International application

Activities use varied travel, destination and service contexts. Transfer the method rather than copying a fictional price or local assumption. Check geography, seasonality, traveller requirements, supplier conditions and source dates whenever the itinerary changes.

Resource access

Syllabuses are public. The linked teaching materials and practice environments require access to the corresponding programme. Keep the unit and outcome codes below in your learning log so feedback can be traced to the syllabus.

UNIT 1 / 10 HOURS

Availability and flight selling

Learning outcomes

- U1.1 - Search availability and select an itinerary for a traveller brief.

- U1.2 - Check dates, routing and flight details before proceeding.

Content and scope

Getting started

A GDS terminal accepts structured entries and returns a response. Read the response before making the next entry. This lab runs a small training subset, not a connection to Sabre. Use fictional passenger details throughout.

Flight availability

An availability request identifies a departure date and a city pair. Check the route, date, flight line and available booking class before selecting a flight. In this lab, Y represents the economy training class; Y0 means there are no seats to sell. Each line now includes the airline name and a fictional USD fare before tax.

Selling a flight segment

A segment is one part of an itinerary. A short sell uses a seat quantity, booking class and a line from the most recent availability response. This lab supports one adult and up to two connecting segments. Its HK1 response is simulated, not airline confirmation.

Airline codes and flight numbers

Read BA101 as airline code BA plus flight number 101. Do not confuse an airline code with a three-letter airport code such as LHR. AIRLINES is a WTTA-only reference command. Our worldwide airline reference and twelve default examples use invented flights on every training city pair; they do not assert that an airline operates a route.

Comparing options for a customer

Start with the requested route and date, then compare departure time, seats and total price. A cheap sold-out option cannot be sold. The displayed fare excludes our fixed USD25 fictional tax. Booking class alone does not establish baggage allowance, refundability or change fees: in real work check the applicable fare rules before advising a customer. Those rules are not modelled here.

Return journeys and final itinerary checks

A return journey has outbound and inbound segments. Search the reverse city pair on a later date, then sell from that new availability display. Line numbers refer to the latest search, not the previous screen. This lab allows two connected segments but does not validate chronological order or minimum connection times; check dates and times yourself. Real connections require airport and airline-specific checks.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Use Independent practice in the Galileo-style WTTA lab for the terminal work. This engine supports one adult, two segments and a small entry set with fictional availability. Dates have no year and chronology/minimum connections are not validated. This Galileo-style task connects the latest availability display, the segment being removed and the recalculated fare.

- Open the command reference and identify the entries for searching, selling and displaying a booking.

- Search London to New York on 15 October. Compare the twelve fictional airline options and find the sold-out option.

- After searching, sell one Y-class seat from line 1. Check that the working booking shows the intended flight.

- Display the airline reference, search availability and identify British Airways, American Airlines and Air France. Sell the American Airlines example from line 2 in a fresh booking.

- In a fresh booking, compare all eight options. Choose the Etihad example from line 4, add a fictional passenger and price it: USD110 plus USD25 tax.

- Start a fresh booking. Sell London to New York on 15 October with British Airways, then New York to London on 20 October with American Airlines. Add the remaining PNR fields and price the two flights: USD95 + USD130 + USD25 tax = USD250.

Review criteria

- 2 points: The initial record contains the requested segments, passenger and supporting fields, WCHR as a request only, and USD 230 total. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The amendment produces BAH-DOH on 15OCT line 4 and DOH-BAH on 25OCT line 2, without unwanted duplicates. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The amended record is repriced to USD 265 and saved again, with a manual itinerary review. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The evidence distinguishes request, arrangement, saved record and simulated ticket and recognises the limits of WTTICKET. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The paper plan alerts the lead for Q1, assigns another agent to Q2 before 11:00, keeps Q3 owned and requires evidence of the actual outcomes. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The paper change quote is USD 70; any waiver is unapproved, with ticket status, rule, authority, consent and result checks identified. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Getting started

Flight availability

Selling a flight segment

- Airline codes and flight numbers
- Comparing options for a customer
- Return journeys and final itinerary checks
- Travelport: basic PNR format comparison
- Amadeus: reservations training and queues
- Amadeus: ticketing training topics - course outline

UNIT 2 / 10 HOURS

Passenger name records

Learning outcomes

- U2.1 - Create, retrieve and update a practice passenger name record.

- U2.2 - Check passenger information and identify incomplete booking details.

Content and scope

Passenger names

The passenger name identifies who is travelling. Verify spelling and name order before completing a real booking. This exercise uses a simplified surname/given-name entry for a single adult; titles, infants and multiple passengers are not implemented.

Contact and received-from

The contact field and received-from field serve different purposes. A contact tells the agency how to reach someone; received-from identifies who supplied the booking instructions. A complete record needs both in this lab.

Special service requests

A special service request communicates a passenger need. Recording a request is not the same as a supplier accepting it. The lab recognises a simplified vegetarian-meal request and a wheelchair request; it does not model airline rules or confirmations.

Saving and checking a PNR

A PNR groups the passenger, itinerary and supporting booking fields. Check that all required information is present before saving. ER creates a WT-prefixed practice locator in this lab. It exists only while this page is open and cannot be retrieved from Sabre.

Correcting a passenger name

Before ticketing, check spelling against the authorised travel document in real work. A spelling correction is not the same as transferring a ticket to another person. Airline permission and procedures vary. In this single-passenger lab, repeating the name entry replaces the existing name; this is WTTA training behaviour, not live Sabre name-amendment syntax. The change clears pricing and the practice locator.

Updating booking details

Contact details tell the agency how to reach the customer. Received-from identifies the source of instructions. Repeating either entry replaces its field in this lab, rather than adding another field. Updating details clears the practice locator so you must save again; the fictional fare remains unchanged. This is simplified simulator behaviour.

Changing special requests

Check passenger needs before recording or removing a request. A request is not a confirmed airline service. The lab accepts VGML and WCHR. Its 3SSR REMOVE entry is a WTTA-only shortcut, not a Sabre command. Changing a request requires saving again and is disabled after simulated ticket issuance.

Two adults · return journey

Book two adults London-New York and back. Compare fare families, request a meal, assign seats and issue two simulated tickets.

Three cities · multi-stop itinerary

Book Singapore-Tokyo-Los Angeles-Singapore on three dates. Check route order and save a note explaining the stopover.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Use Independent practice in the Galileo-style WTTA lab for the terminal work. This engine supports one adult, two segments and a small entry set with fictional availability. Dates have no year and chronology/minimum connections are not validated. This Galileo-style task connects the latest availability display, the segment being removed and the recalculated fare.

- Add the fictional passenger Amal Training. Never enter a real passport name in this practice lab.

- Add a fictional contact and identify TRAINING as the source of the instructions.

- After adding a passenger and a flight, add the fictional vegetarian-meal request. Inspect the ssr field.

- Save the complete record, then display it and verify its passenger and itinerary.

- Use an unticketed complete booking. Display it, replace the fictional name with TRAINING/AMAL, check it, then reprice and save.

- On an unticketed complete booking, replace the contact with TEST-UPDATED and received-from with TRAINING AGENT. Display and save the updated record.

- On an unticketed booking with a passenger and flight, add VGML, remove it and add WCHR. Check the ssr list and save.

- Complete the scenario and review: Two named adults; Outbound and return; Flexible fare; Request and two seats; Two tickets issued

- Complete the scenario and review: Three segments; Booking note; Priced and saved

Review criteria

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- 2 points: The amended record is repriced to USD 265 and saved again, with a manual itinerary review. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The evidence distinguishes request, arrangement, saved record and simulated ticket and recognises the limits of WTTICKET. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The paper plan alerts the lead for Q1, assigns another agent to Q2 before 11:00, keeps Q3 owned and requires evidence of the actual outcomes. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The paper change quote is USD 70; any waiver is unapproved, with ticket status, rule, authority, consent and result checks identified. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Passenger names

Contact and received-from

Special service requests

Saving and checking a PNR

Correcting a passenger name

Updating booking details

Changing special requests

Two adults · return journey

Three cities · multi-stop itinerary

Travelport: basic PNR format comparison

Amadeus: reservations training and queues

Amadeus: ticketing training topics - course outline

UNIT 3 / 10 HOURS

Fare quotation and ticketing

Learning outcomes

- U3.1 - Prepare a fare quotation and explain its conditions.

- U3.2 - Demonstrate pre-ticketing checks in an authorised training setting.

Content and scope

Ticketing arrangements

A ticketing arrangement records the intended handling of a booking before ticket issuance. Do not confuse a deadline or arrangement with an issued ticket. Our simplified 7TAW entry only marks this field as present; it does not schedule a real deadline or automatic cancellation.

Itinerary pricing

Pricing brings together the itinerary and passenger information. Review the fare, taxes and total separately. The workbook also discusses pricing qualifiers and optional extras, which this first simulator does not implement. Here WP calculates a fictional fare plus a fixed training tax.

Before and after ticketing

Saving a PNR does not issue a ticket. Before simulated issuance you can practise the amendments above. After *T, this lab locks booking amendments: exchanges, reissues, refunds and post-ticket name corrections are not implemented. In real work, verify airline rules, passenger authority, fare differences, penalties and the appropriate agency procedure before action. RESET starts unrelated practice, not a refund or cancellation.

Two adults · return journey

Book two adults London-New York and back. Compare fare families, request a meal, assign seats and issue two simulated tickets.

Adult + child · fare breakdown

Book Paris-Tokyo for an adult and child. Compare the child base fare (75%) with the adult fare and add a child meal.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Use Independent practice in the Galileo-style WTTA lab for the terminal work. This engine supports one adult, two segments and a small entry set with fictional availability. Dates have no year and chronology/minimum connections are not validated. This Galileo-style task connects the latest availability display, the segment being removed and the recalculated fare.

- Add the practice ticketing arrangement and review the required PNR fields.

- Price the booking. Flight 1 in a one-segment exercise should show USD 95 fare plus USD 25 tax.

- Display the amendment reference. On a completed simulated-ticket booking, try a contact change and cancellation: both should be rejected. Start another exercise with New booking when ready.

- Complete the scenario and review: Two named adults; Outbound and return; Flexible fare; Request and two seats; Two tickets issued

- Complete the scenario and review: Adult and child; Child meal; Child fare priced; Tickets issued

Review criteria

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Mapped learning resources

Ticketing arrangements

Itinerary pricing

Before and after ticketing

Two adults · return journey

Adult + child · fare breakdown

Travelport: basic PNR format comparison

Amadeus: reservations training and queues

Amadeus: ticketing training topics - course outline

UNIT 4 / 10 HOURS

Changes, queues and itinerary servicing

Learning outcomes

- U4.1 - Respond to a booking-change request using a structured workflow.

- U4.2 - Review queued work and prepare accurate traveller information.

Content and scope

Changing an itinerary

Review a booking before making changes. Removing a segment affects the itinerary and can invalidate pricing. In this lab X1 removes the first segment before simulated ticket issuance, clears the price and locator, and requires you to rebuild, reprice and save. Exchanges and refunds are covered separately in Advanced scenarios.

Finishing the practice exercise

Ticket issuance is separate from saving a booking. This lab uses *T as a WTTA-only shortcut, not a Sabre ticketing command. It requires a priced, saved PNR and produces an unmistakably simulated ticket. No payment, airline message or travel document is created.

Changing a flight or travel date

Before ticketing, inspect the current itinerary, remove the unwanted segment and search the replacement date. Sell from the new availability screen, then check airline, route, date and seats. Changes clear the old price and practice locator. This exercise changes a one-segment unticketed booking; no fees or actual reservations are involved.

Changing a route or return itinerary

Changing an outbound destination can make the return segment incompatible. Review both segments. For a two-segment booking, remove segment 2 first, then segment 1: segment numbers renumber after cancellation. Rebuild the outbound and inbound journey. This lab checks airport continuity when selling but not chronological order or minimum connections; manually review the full itinerary.

Ticketed date change · reissue

A Standard return booking is ready. Move the outbound flight one day later, review the fare difference and change fee, then accept the quote.

Cancellation · refund calculation

A ticketed Standard booking is ready. Read the rules and check the penalty and refund before confirming cancellation.

Sold out · recover a booking

Recognise a sold-out flight, select another, then cancel an unwanted unticketed segment and rebuild the journey. The second command should be rejected.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Use Independent practice in the Galileo-style WTTA lab for the terminal work. This engine supports one adult, two segments and a small entry set with fictional availability. Dates have no year and chronology/minimum connections are not validated. This Galileo-style task connects the latest availability display, the segment being removed and the recalculated fare.

- On an unticketed booking, cancel segment 1. Search and sell a replacement flight, then price and save it again.

- Complete the booking, run the simulator shortcut, and read the training-only ticket response. Start a new booking to practise again.

- On a complete one-segment unticketed booking, replace the flight with Emirates on 20 October. Reprice and save: USD130 fare + USD25 fictional tax = USD155.

- On a complete two-segment unticketed booking, replace both flights with London-Paris on 15 October and Paris-London on 20 October. Sell line 1 each way, then check, reprice and save: USD215 total.

- Complete the scenario and review: Departure changed to 21 October; Ticket reissued; Change fee recorded

- Complete the scenario and review: Booking refunded; Flights cancelled; Refund recorded

- Complete the scenario and review: Sold-out sell rejected; Original segment cancelled; Replacement dated 21 October; Repriced and saved

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Mapped learning resources

Changing an itinerary

Finishing the practice exercise

Changing a flight or travel date

Changing a route or return itinerary

Ticketed date change · reissue

Cancellation · refund calculation

Sold out · recover a booking

Travelport: basic PNR format comparison

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