



FOUNDATION IN TRAVEL AND TOURISM DIPLOMA-IATA

 **00971 4 591 5420**

 **00971 56 688 0113**

E-mail: contact@yourowninstitute.com

304, Al Safa-C Building, Next to Max Fashions,
Burjuman Metro Station Exit 1, Khalid Bin Al Waleed Road,
Bur Dubai - United Arab Emirates



About IATA:

The International Air Transport Association (IATA) is the trade association for the world's airlines, representing some 290 airlines or 82% of total air traffic. IATA supports airline activity and helps formulate industry policy & standards. It is headquartered in Montreal, Quebec, Canada

Course Description:

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 travellers fulfil 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

Who should attend?

- Travel Agent
- Airline Reservation Agents
- Tour Operators
- Call Center Agents

Key topics

- The travel and tourism industry & 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 & tour products
- Customer service principles
- Airfares and ticketing
- The Amadeus system functionalities

What you will learn?

- Advise customers on passport & 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 & reserve travel itineraries
- Sell rail travel, car rental, hotel accommodation, cruises & pre-packaged tour products
- Provide good customer service and retain customer loyalty
- Use the Global Distribution System to make & maintain reservations & issue travel documents

Why YourOwn ?

- Online and on-site classes
- structured 60-72 hours of classes that covers the entire syllabus
- Full-time IATA Certified and Experienced instructors
- Regular practice tests in the class
- Personalised doubt clearing sessions with the Trainer
- Full Mock tests
- Pass guarantee
- Free seminars and workshops
- Free CV Writing & Interview Technique Classes
- Complete exam support
- Clear doubts with trainers via dedicated WhatsApp groups
- Attempt online tests and assignments with trainer feedback
- A dedicated session for fare Calculation
- Full exam support
- Identify weak areas per topic that require additional practice with the help of performance metrics and reports
- Full-length practice exams online
- Free Demo classes

Looking for Corporate Training?

We design all of our programs to meet our client's particular challenges by gaining an in-depth understanding of an organization's culture and derive at most-suited delivery mechanisms - through collaborative customization.

Contact us for a customized training

ABOUT US

YourOwn Institute of Training & Professional Development is established in May 2021 with the approval from DED & KHDA-Dubai.

A set of experienced Educational Experts, world class Trainers and Professional consultants who know the need and pulse of the working force, are behind this venture. This Institute is developed after doing immense market survey from the working force and the Corporates. We collected feedback from them and realised what they want exactly to upgrade in their professional career.

As the name suggests it is 'YourOwn Institute'. We are committed 100% Customer happiness. Excellent consultation, career counselling based on TNA and world class training are our highlight.

We at YOI, offer you a wide range of Professional courses. Whichever field you are working, we have a course for your Professional Development. We provide a complete exam preparation for Professional courses like ACCA, CIMA, CMA, CPA, CIA, CFE, CAMS, IATA courses, international HR Certifica-

tions, PMP, Six Sigma, NCMA programs and many more. Besides these, we have KHDA certificate programs on Airline and travels, Accounting and finance, Engineering, IT, Languages, Logistic and Supply chain and courses related to Management. All these courses are approved globally and attracts employment opportunities from Multinational companies.

We at YourOwn Institute also provides excellent coaching and training for the Corporates. We have a team of Professionals who can tailor made and customize the programs for you in a very affordable budget and we guarantee your satisfaction as an end result. We also offer you one day and two-day workshops to upgrade the skills of your employees.

We are offering both Online and on-site classes. We are open to conduct the classes at our premises, your company premises, Hotels or any venue according to your convenience. We guarantee on quality and satisfaction on every situation.

Please walk-in to our office and feel the difference in customer service and get your dream course and Certifications.



00971 4 591 5420



00971 56 688 0113

E-mail: contact@yourowninstitute.com

304, Al Safa-C Building, Next to Max Fashions,
Burjuman Metro Station Exit 1, Khalid Bin Al Waleed Road,
Bur Dubai - United Arab Emirates