

**TRAINING  
GALILEO  
GLOBAL DISTRIBUTION SYSTEM**



Basic Reservations  
Document Production  
Car Master & Room Master  
Client File & Travel Screen  
TRAMS CB PLUS Training  
Electronic Ticketing  
Custom Check  
Viewpoint

## Galileo Global Distribution System Training

Galileo Global Distribution System (GDS) is the world's leading computer software links between ticket sales offices and the Airline's central booking system and is used by travel agencies all over the world.

### Career Training Centre / Galileo Kenya Partnership

Career Training Centre has partnered with Galileo Kenya, an independent division of Kenya Airways to offer cost effective, comprehensive and flexible training in Galileo GDS in the form of self-paced learning, virtual classroom, classroom-based training and documentation and on-site training.

Effective training in Galileo system is a must for any one wishing to join the travel industry.

At CTC, we are the largest Airline fares & ticketing training centre in Eastern Africa and linked directly to the Galileo network and therefore train students on REALTIME 'live' Galileo system to give you realistic Airline experience.

CTC has fully-fledged training facilities with state of the art equipment including connectivity to 'live' Galileo system and team of expert trainers. CTC therefore provides training to the travel agents and industry entrants on the core course of reservations & ticketing as well as on the value-added products. This is so that Travel agents may increase their productivity and efficiency and to enable students gain a competitive advantage into the job market, thus companies can be confident that their 'new employees' arrive in the work place 'ready to work'.

### Galileo Kenya Courses

Career Training Centre, Nairobi in partnership with Galileo Kenya provides the following programmes:-

- Basic Reservations & Document Production
- Document Production
- Car Master & Room Master
- Client File & Travel Screen
- Viewpoint
- TRAMS CB PLUS Training
- Electronic Ticketing
- Custom Check

Industry professionals who have undergone "realtime" Galileo GDS training will be more efficient at their places of work as they will not need further orientation that has become a prerequisite for those joining the travel industry. The Galileo qualification is therefore a key for everyone wishing to gain access to employment opportunities, start a career or upgrade his/her professional competence with; Airlines, Travel Agencies, Tour Operators, Airports etc

### Course prerequisites

To successfully undertake Galileo GDS training programmes, one must have basic knowledge on Fares and ticketing, IATA/UFTAA Foundation qualifications or at least 2 years Airline/ Travel industry experience.



## 1. Basic Reservations & Document Production

Exclusively tailored for newly recruited travel consultants. This is the core course that familiarizes travel consultants with the air booking procedures, pricing of itineraries and document production at a basic level.

Course Content:

- Travel Information
- Air Availability
- Building fares manually into a Booking File
- Itinerary Pricing
- Ticketing

## 2. Document Production

This course covers Ticket Re-issues and the Ticketing Fallback and Recovery Procedures.

Prerequisite for the course

Participants should have a good knowledge of the Galileo system. This course is for travel consultants who are familiar with Galileo's ticketing procedures.

Course Content:

- Fallback and Recovery
- Ticket Re-issues
- Sales Reports

## 3. Car Master & Room Master

Galileo's Car master and Room Master are powerful tools designed to make bookings for cars and hotels with a wide array of capabilities. Room Master has over 220 hotel chains while Car Master has over 40 car rental companies. With Room master and Car Master, one can focus on providing real time, accurate information and better service to customers

## 4. Client File & Travel Screen

Client File and Travel Screen are electronic systems that support the task of managing and storing client preferences. Client File is an automated storage, which enables customer, itinerary and general information that would normally be stored on paper to be retained in the Galileo system. Information about customers can then be easily built-in to a reservation system.

Pre-requisites for the course

Participants should be familiar with following:

- Galileo booking File
- Air Availability
- RoomMaster
- CarMaster

Course Content

- Customer & Membership Client Files
- Travel Screen Preferences
- Client File Plus to Booking Files



## 5. Viewpoint

Viewpoint is a revolutionized easy-to-use reservation program. The access is Windows navigated, thereby eliminating cryptic formats and making it easier to be mastered. Viewpoint makes it possible for Travel Consultants to sort accurate information and make detailed decisions.

Pre-requisites for the course:

Participants should be familiar with Galileo's

- Basic Reservations
- Basic CarMaster & RoomMaster

Course Content

- Air Reservations
- CarMaster & RoomMaster
- Document Production

## 6. TRAMS CB PLUS Training

ClientBase Plus is the second generation of ClientBase, the travel industry first Client Database and Agency Information Manager. This greatly enhanced program incorporates the popular features that provide invaluable customer and vendor information with the click of a button and adds next generation booking and data management capabilities. ClientBase Plus is an easy-to-use, Windows-based software program that gives your selling agents instant access to the information they need to build lasting relationships and provide outstanding service to your customers. With ClientBase Plus you can quickly turn a cruise or a tour promotion into a direct marketing campaign, by finding all interested clients and prospects in the database looking for the product you are selling.

## 7. Electronic Ticketing

Electronic ticketing is an efficient and cost effective method of producing an airline ticket. E-ticketing provides an alternative method for customers to purchase their tickets without having to physically pick them up or wait for delivery. The flight segments are sent and stored electronically in the airline database. Passengers show positive identification at the airport to receive their boarding passes.

## 9. Custom Check

Custom Check is an application to manage agency booking files validated through Galileo. There is a set of rules to validate against a given criteria. Custom check can be used to check for non-mandatory BF fields, on items required for back-office system and general reminders. It is one of Galileo tools for Quality control.



## ABOUT GALILEO KENYA

Galileo Kenya is the National Distribution Company (NDC) of Galileo International. It was formed in 1997 as an autonomous division of Kenya Airways falling under the Commercial Department with the responsibility of:

- Providing equipment and installing software to facilitate travel agents reservations and ticketing. To date, Galileo Kenya has provided connections to over 185 locations in Kenya.
- Marketing the Galileo distribution system to the Kenyan travel agents for air, car, hotel, tours and cruises reservations.

Galileo International is one of the world's leading providers of electronic global distribution services - connecting approximately 44,000 travel agency locations to 470 airlines, 24 car rental companies, 56,000 hotel properties, 430 tour operators and all major cruise lines throughout the world, and has presence in over 116 countries.

Galileo International has two reservation systems namely; Galileo, mainly utilized in Europe, Middle East, Africa and Asia, Australia, India, Latin America and other countries and Apollo, utilized in the US, Canada, Mexico, Japan and parts of the Caribbean.

### Galileo Products

Galileo Kenya distributes Galileo International products classified as Core, Value Added and E-commerce products.

- The core products are Air Reservation, 360 degrees Fares, Private Fares, Document Production, Room Master and Car Master.
- Value Added products include Relay, Viewpoint, Clientfile, Custom Check/Travel Screen, Selective Access, Design Your Own Itinerary (D.Y.O) and Script Writer Plus.
- E-commerce products are E-Agent, Viewtrip.com, Travelgalileo.com and XML Select.

Galileo Kenya offers comprehensive training to travel consultants with the objective that they will be able to offer a timely, accurate and better customer service to their clients. Since its inception, Galileo Kenya backed by a strong force of internationally trained trainers, has conducted numerous training in various Galileo products, which are customer focused and value adding.

For further detail about Galileo products and solutions, log on:

[www.galileo-kenya.com](http://www.galileo-kenya.com)  
[www.galileo.com](http://www.galileo.com)

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## ABOUT CAREER TRAINING CENTRE, NAIROBI

Career Training Centre, Nairobi (CTC) is an aviation & hospitality education and training services provider and has been in operation since 1991. With a wealth of experience in training and consultancy covering Aviation, Travel & Tourism, Hospitality, Business and ICT, Career Training Centre has continued to be at the forefront of generating new and innovative education and training solutions.

Our primary goal is to provide students with high quality, solid education and practical foundation through expert guidance and motivation to meet the operating standards in an international environment and help them to further themselves in their chosen career paths. Study and practical programmes are tailored to meet the individual needs of students and the requirements of the industry.

As market leader in Eastern Africa, we at CTC are fully aware of our responsibility to skills development and empowerment in the industry.

### Careerplus: Career Support & Placement Services

Through our career development and placement services division Careerplus, we provide career advisory services for individuals interested in developing their careers. Services provided include; career counseling, career skills training, placement services, CV data bank, psychometric testing and assessments, assistance on CV & cover letter writing, interview techniques and Job search skills.

Services & solutions provided by CTC include:-

- Professional Development Programmes
  - . Airline Services
  - . Airports & Civil Aviation
  - . Travel & Tourism
  - . Hospitality
- Corporate Training and Seminars
- CareerPlus: Career Support & Placement Services

### PARTNERS

As a member of the international professional community, Career Training Centre maintains active membership in the following local and international bodies:

- IATA Training & Development Institute, Canada
- Galileo Kenya
- The British Council, Nairobi
- University of Cambridge International Examinations(CIE)
- Kenya Association of Travel Agents (KATA)
- Kenya Association of Tour Operators (KATO)
- Kenya Tourism Federation (KTF)

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**KATA**  
MEMBER OF  
KENYA ASSOCIATION  
OF TRAVEL AGENTS



UNIVERSITY of CAMBRIDGE  
International Examinations  
BRITISH COUNCIL AFFILIATED CENTRE