

International Availability

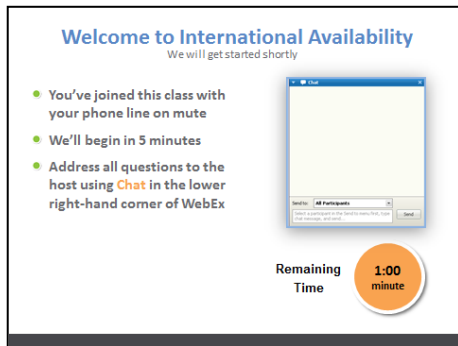
Sabre

Facilitator Guide - VILT

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Opening



Welcome to International Availability
We will get started shortly

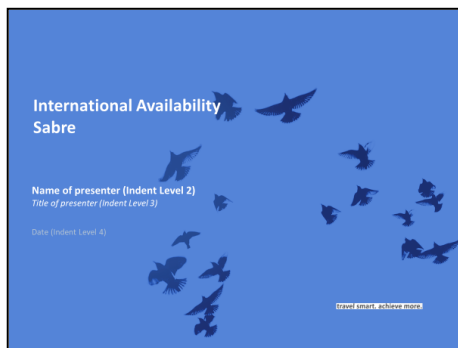
- You've joined this class with your phone line on mute
- We'll begin in 5 minutes
- Address all questions to the host using **Chat** in the lower right-hand corner of WebEx

Remaining Time **1:00** minute

SAY: Welcome to the International Availability training for Sabre class. We will begin in X minutes.

While we're waiting for the class to begin, please make sure that you have the Participant Guide for this class.

You'll find the participant guide in the References section of the Knowledge Center for this class in Knowledge Hub.



International Availability Sabre

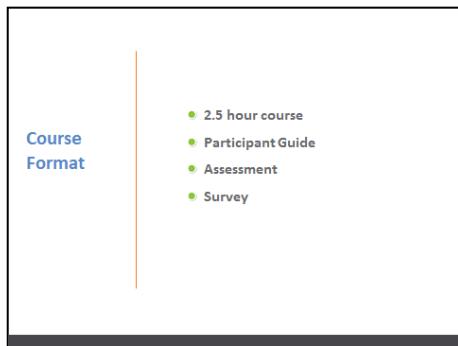
Name of presenter (indent Level 2)
Title of presenter (indent Level 3)
Date (indent Level 4)

Travel Smart. Achieve More.

Greet Participants

SAY: Welcome! I'm XXXXX and I will be leading you through today's course on International Availability.

If your primary GDS is Sabre Red or Turbo Sabre, then this course is designed with you in mind.



Course Format

- 2.5 hour course
- Participant Guide
- Assessment
- Survey

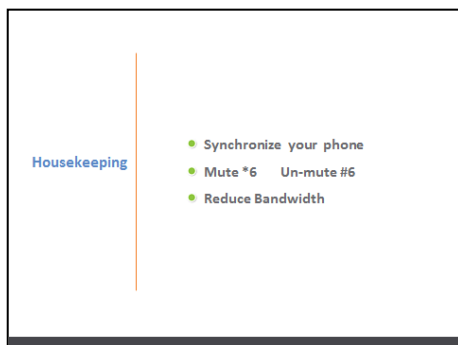
SAY: A bit of housekeeping first

Housekeeping

This session will last 2 ½ hours.

You will be expected to interact with me and the content during this course.

You should have downloaded the participant guide from Knowledge Hub and we will use this as we work through several questions.



Housekeeping

- Synchronize your phone
- Mute *6 Un-mute #6
- Reduce Bandwidth

Participation is key to this learning session and you should pick up useful information from me, the content and your fellow participants.

At the end of the session there will be an assessment that will test what you have learned during the course.

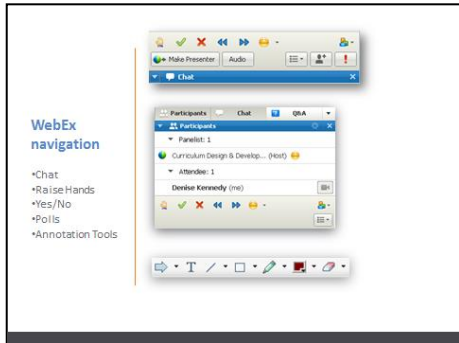
Mute/Not Hold – Please put your phone on mute and not hold. Some phones play music while on hold.



Reduce Bandwidth

To improve the performance of software sharing, please close all applications that you do not need to use on your computer.

This includes Instant Messaging, chat programs and other open internet pages not related to this WebEx session.



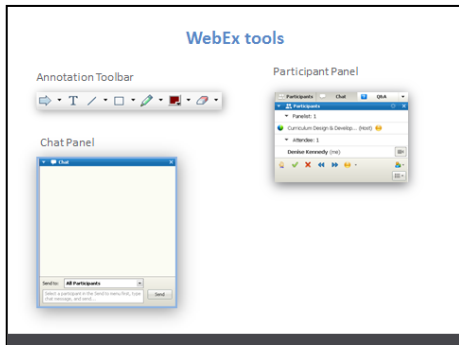
How to communicate with the facilitator

Because we are a small group, please feel free to ask your question when it comes up.

Please use your name before speaking. Example: "This is (name)..."

SAY: For those not familiar with the various WebEx tools, here is a brief introduction to the features we will be using today.

(CLICK)



SAY: The participant panel shows names of the presenters and session attendees, along with a row of action icons at the bottom.

(CLICK)

SAY: The chat box is where you can type questions or answers during the session. When using the chat feature, please be sure to send your answer to "All participants".

(CLICK)

SAY: We will be conducting a poll towards the end of the session. At that time, select the correct answer and click Submit.

(CLICK)

SAY: The row of action icons another option to communicate with the facilitator. If you have a question or comment, click on the "raise your hand" icon; use the check mark or "X" to respond to a question and the last icon gives you the option to use an emoticon, such as a smiley face. Let's have everyone select an emoticon so I know you are comfortable using the WebEx features.

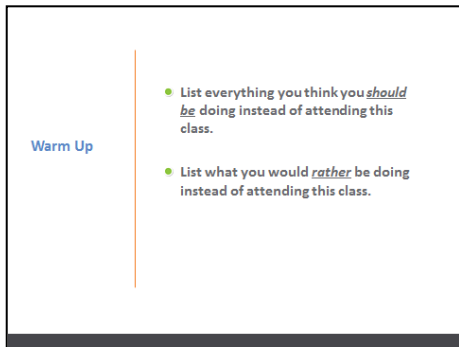


Freeflow: Use this opportunity to introduce yourself to the attendees. Name, how long you've been with BCD Travel, background knowledge of course content.



SAY: Have a look at the five questions on the screen and then tell me and the rest of the group about yourself.

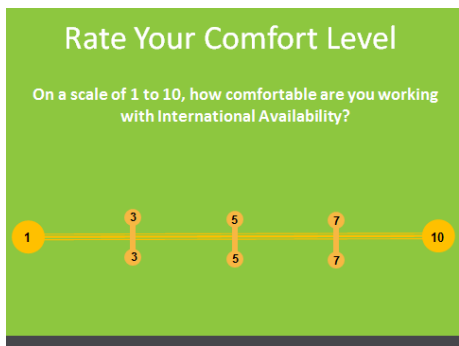
Ask for volunteers or go in alphabetical order.



SAY: So, we all have busy lives and lots of demands placed on us. Let's practice using the chat feature and find out what's going on in your life at the moment!

Read these two questions and then type your answers into chat.

Acknowledge the responses.



SAY: As we start the class, how comfortable do you feel working with international availability?

Use one of the annotation tools to mark your level of confidence on this graph, where 1 is "I have no confidence at all" and 10 is "I'm a world leading expert at this subject and should probably be teaching the instructor!"

Transition Statement: "Let's get started by reviewing our goals for today's session."

Unit 1

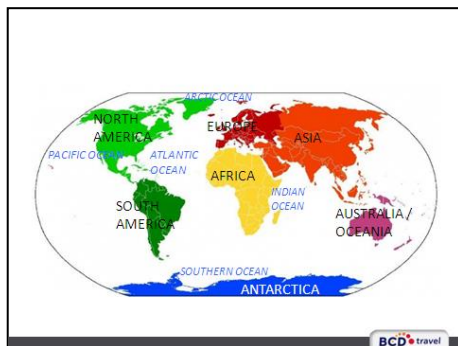


STATE: This unit will recap and tie together some of the information you learned in the geography eLearning courses.

There are some exercises that will familiarize you with international carriers and cities and their multiple airports.

REVIEW: Topics on the slide

Transition Statement: *Are there any questions before we begin?*



STATE: It is a BIG world and you are expected to know your international geography. There are 7 continents and 5 oceans and our travelers travel all over the world.

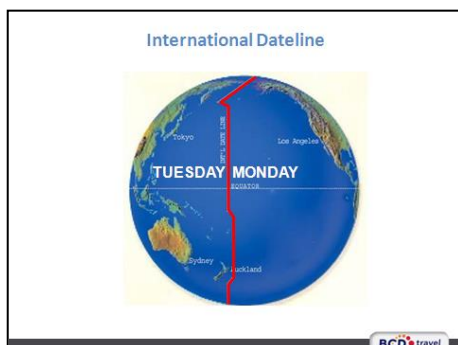
NOTE:

PG Workbook page 5: List continents and 2 bodies of water when crossing east or west from US to International destination.



Pg 5

TRANSITION: *There is an imaginary line that splits the earth into 2 hemispheres. Does anyone know what it is called?*



ASK: Has anyone crossed the International Date Line?

STATE: If you were in the Navy there would be a ceremony held in your honor, more like a rite of passage, with some hazing, if it is your first time crossing the International Date Line and the equator.

STATE: The International Date Line is the imaginary line on the Earth that separates two consecutive calendar days. That is the date in the Eastern hemisphere, to the left of the line, is always one day ahead of the date in the Western hemisphere.

The international date line will play an important role when looking at availability and the arrival time of a flight when crossing the line.

TRANSITION: Next is a quick exercise to get you acquainted with the various dates and times at certain locations around the globe.

International Date Line

T*CTY CTRL+F9

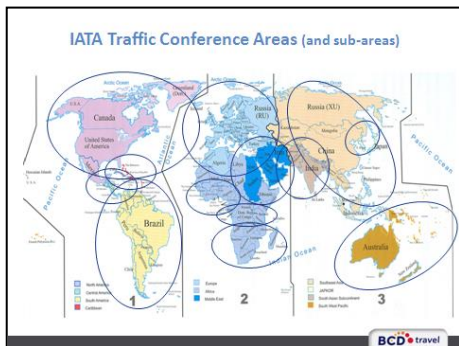
| | | | |
|---|------------------|--|--|
| a | Alicante, Spain | | |
| b | Bengaluru, India | | |
| c | Amman, Jordan | | |
| d | Shanghai, China | | |
| e | Guangzhou, China | | |

BCD travel

STATE: This exercise is in your workbook. Please use the format to determine the current date and time of each city listed.



PG 5



STATE: IATA is International Air Transportation Association and their key function is to create fare rules for the airlines.

Some fare rules mention IATA areas 1, 2 and 3. It will be helpful to know what countries are in each area.

Example: when traveling from area 1 to area 3 not via area 2.

We are in area 1 and the traveler wants to travel to area 3 but cannot go through Europe with this particular fare.

CLICK through each conference area

FACILITATORS NOTE: Stress what country is in what area.

Throughout the training call on someone randomly to ask what country is in what area? Ex: Tom, France is in what IATA area?

TRANSITION: We reviewed what the IATA map looks like now let's talk about international airlines.

International Airlines

| | | | | | |
|----|-----------------|-------------------------|----|--------------------------|----------------------|
| SW | JET AIRWAYS | India | CX | CATHAY PACIFIC | Hong Kong |
| AB | airberlin | Germany | CZ | 中国南方航空 China Southern | China |
| AF | AIRFRANCE | France | EI | Aer Lingus | Ireland |
| AI | AIR INDIA | India | EK | Emirates | United Arab Emirates |
| AV | Avianca | Colombia | EY | ETIHAD | United Arab Emirates |
| AZ | Alitalia | Italy | IB | IBERIA | Spain |
| BA | BRITISH AIRWAYS | United Kingdom | JJ | TAM | Brazil |
| BR | EVA AIR | Chinese Taipei (Taiwan) | JL | JAPAN AIRLINES | Japan |
| CA | AIR CHINA | China | KA | DRAGONAIR | Hong Kong |
| CI | CHINA AIRLINES | Chinese Taipei (Taiwan) | KE | KOREAN AIR | South Korea |
| CM | Copa Airlines | Panama | KL | KLM | Netherlands |

BCD travel



PG 9 - 11

International Airlines

| | | | | | |
|----|-------------------------|---------------------------------|----|-----------------------|-------------------------------|
| LA | LAN | Chile, Ecuador, Peru, Argentina | QF | QANTAS | Australia |
| LH | Lufthansa | Germany | SA | SOUTH AFRICAN AIRWAYS | South Africa |
| LO | LOT | Poland | SK | SAS | Denmark |
| LX | SWISS | Switzerland | SN | brussels airlines | Belgium |
| LY | EL AL | Israel | SQ | Singapore Airlines | Singapore |
| MH | malaysia airlines | Malaysia | SU | AEROFLOT | Russia |
| MS | EGYPTAIR | Egypt | SV | السعودية SAUDIA | Saudi Arabia |
| MU | 中国东方航空 CHINA EASTERN | China | TA | TACA | Costa Rica, El Salvador, Peru |
| NH | ANA | Japan | TG | THAI | Thailand |
| NZ | AIR NEW ZEALAND | New Zealand | TK | TURKISH AIRLINES | Turkey |
| OS | Austrian | Austria | TP | TAPPORTUGAL | Portugal |
| OZ | ASIANA AIRLINES | South Korea | VS | virginatlantic | United Kingdom |

BCD travel

FACILITATORS NOTE: Give them 10-15 minutes to try and complete the carrier name and base country without using their computer.

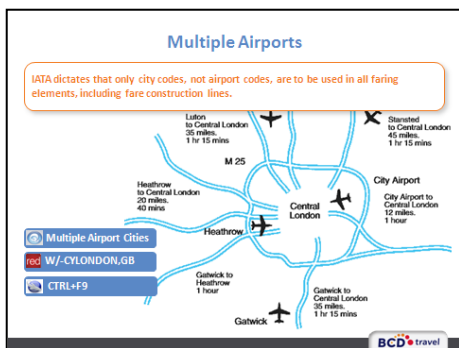
Try to assess student's stress level and if they are not "getting it" finish the exercise together.

Engage students by sharing "fun facts"

- EVA Airways is not E-V-A but EVA!
- JL and JAL – Japan is transitioning from JL to JAL

- Swiss International is just Swiss
- Al Nippon is referred to as simply ANA
- Does anyone know what the QANTAS acronym stand for? Queensland and Northern Territory Aerial Services
- SU for Aeroflot is easy to remember – think Soviet Union
- El Al is Hebrew for "To the Sky"
- KLM go to wiki page for KLM which stands for Royal Dutch Airlines (<https://en.wikipedia.org/wiki/Klm>) Koninklijke Luchtvaart Maatschappij

Transition: Now here is a "clean" copy to keep in your toolbox. Provide handout or send virtually



FACILITATORS NOTE: Use the format to look up city and airport codes

ASK: Why is this important to you?

ANSWER: Use the city code in availability to see all airport options

Multiple Airports

| City | Country | City Code | City | Country | City Code |
|----------------|-----------|-----------|------------|----------------|-----------|
| Buenos Aires | Argentina | BUE | Osaka | Japan | OSA |
| Rio de Janeiro | Brazil | RIO | Sapporo | Japan | SPK |
| São Paulo | Brazil | SAO | Tokyo | Japan | TYO |
| Edmonton | Canada | YEA | Moscow | Russia | MOW |
| Montréal | Canada | YMQ | Seoul | South Korea | SEL |
| Toronto | Canada | YTO | Stockholm | Sweden | STO |
| Beijing | China | BJS | Kiev | Ukraine | IEV |
| Shanghai | China | SHA | London | United Kingdom | LON |
| Paris | France | PAR | Chicago | United States | CHI |
| Berlin | Germany | BER | Dallas | United States | DFW |
| Reykjavik | Iceland | REK | Detroit | United States | DTT |
| Jakarta | Indonesia | JKT | Houston | United States | HOU |
| Milan | Italy | MLN | New York | United States | NYC |
| Rome | Italy | ROM | Orlando | United States | ORL |
| | | | Washington | United States | WAS |

BCD travel

STATE: Using the new format you just learned complete the Multiple Airports exercise in your workbook.

City Code pg 12 - 14

You have 20 minutes.

Review answers



PG 12-14

Multiple Airports

| City | Airport | Airport Code | City | Airport | Airport Code |
|----------------|----------------|--------------|--------------|---------------|--------------|
| Milan | Malpensa | MXP | Belfast | International | BFS |
| Shanghai | Pudong | PVG | Seoul | Incheon | ICN |
| Berlin | Tegel | TXL | Buenos Aires | Ezeiza | EZE |
| Rio de Janeiro | Galeão | GIG | Paris | C. de Gaulle | CDG |
| Jakarta | Soekarno-Hatta | CGK | Paris | Orly | ORY |
| London | London City | LCY | Toronto | City Centre | YTZ |
| London | Gatwick | LGW | Toronto | Pearson | YYZ |
| London | Heathrow | LHR | Stockholm | Arlanda | ARN |
| Tokyo | Haneda | HND | São Paulo | Guarulhos | GRU |
| Tokyo | Narita | NRT | Osaka | Kansai | KIX |
| Moscow | Domodedovo | DME | Minsk | International | MSQ |
| Moscow | Sheremetyevo | SVO | Beijing | Capital | PEK |

BCD travel

Review answers

Airport Codes

Availability



Availability – Flight Arrival

```

115OCTMIA/SAO
115OCT MON MIA/EDT SAO/Y1
17J 8095 F1 P1 A1 C8*MIAGRU 1020A 735P 773 LD 0 DCA /E
20A/JJ 7351 F0 A0 J4 C4*MIAGRU 1020A 735P 773 D 0 XJ DCA /E
31J 8091 F3 A2 C8*MIAGRU 805P 650AY1 330 DB 0 DCA /E
40A/JJ 7353 F4 A1 C4*MIAGRU 805P 650AY1 330 D 0 DCA /E
6AA 907 F7 A7 J7*MIAGRU 810P 655AY1 777 DB 0 DCA /E
87 87 10 Y7 B7 M7 K7 L6 Y3 *A
97 87 10 Y7 B7 M7 K7 L6 Y3 *A

```

Request availability the first of next month from Chicago to Paris.

When does the first flight arrive?



Pg 15

STATE: The cross of Lorraine 1 lets you know the flight arrives the next day.

Request availability the first of next month from Chicago to Paris.

When does the first flight arrive?

Availability – Flight Arrival

```

15OCT MON EWR/EDT SIN/Y12
18Q 21 29 C9 29 D7 *A EWRSIN 1100P 540AY2 345 M 0 DCA /E
302/SO 5421 CO 20 *A EWRSIN 1100P 540AY2 345 M 0 DCA /E
3VS 18 J4 C4 D4 10 20*EWRLHR 800A 800P 346 L 0 DCA /E
4BA 15 F8 A4 J9 CO D0 * SIN 915P 505P1 744 M 0 DCA /E
5VS 18 J4 C4 D4 10 20*EWRLHR 800A 800P 346 L 0 DCA /E
6GF/BA 328 F9 A9 CO D0 * SIN 915P 505P1 744 M 0 DCA /E
10 M0 T0 Y9 B0 H0 K0 M0 L0 *A

```

Request availability the fifth of next month from Los Angeles to Sydney.

When does the first flight arrive?

STATE: The cross of Lorraine 2 lets you know the flight arrives the 2 days later.

Request availability the fifth of next month from Los Angeles to Sydney.

When does the first flight arrive?

ASK: Does it really take 2 days to get to Australia there?

ANSWER: No. Remember the time zones and international date line?

Availability – Flight Arrival

```

10OCT WED GRM/2Y10 HNL/HST-20
10A 200 J9 C9 D9 29*GRMNL 635A (56P-1) 777 B 0 DCA /E
    Y9 B9 M9 E9 H9 Q9 V9 W9 *A
20A 172 C9 B9 E4 P4*GRMNL 1000A 330A 738 LD 4 MRF DCA /E
    Y9 B9 M9 E9 H9 Q9 V9 W9 *A
3DL 289 J9 C9 D9 16*GRMNT 350P 650P 752 D 0 DCA /E
    S0 T9 M9 H9 Q9 K0 L0 O0 *A
4DY 638 J9 C9 D9 H9 HNL 740P 745A 744 D 0 DCA /E
  
```

Request availability the tenth of next month from Guam to Honolulu.

When does the first flight arrive?

BCDtravel

STATE: The cross of Lorraine -1 lets you know the flight arrives the day before.

Request availability the tenth of next month from Guam to Honolulu.

When does the first flight arrive?

STATE: This is an anomaly and depending on the time of year you make this requests depends on the time of arrival.

Availability – Change of Gauge

```

30A 8 J1 C1 D1 31*CLEENR 439P 821P 738 BD 0 DCA /E
    P0 Y9 B9 M9 E9 H9 Q9 V9 W9 *A
0A 8 J1 C1 D1 31* LRR 905P 925A1 752 0 DCA /E
    P0 Y9 B9 M9 E9 H9 Q9 V9 W9 *A
  
```

Change of gauge flights appear as single flight number.

- Require traveler to change aircraft
- One availability (line number; two flights; two aircraft)
- These are rare (usually UA)
- Seat assignments are challenging

Request availability the tenth of next month from Portland, OR to Beijing on Delta.

What is the flight number of the change of gauge flight?

BCDtravel

FACILITATORS Note: Be prepared to discuss change of gauge and how to request seats and FLIFO. Must segment select.

Formats are in QP.

<https://wiki.bcdtravel.com/display/SOP/Parts+of+the+PNR#PartsofthePNR-seat>

Request availability the tenth of next month from Portland, OR to Beijing on Delta.

What is the flight number of the change of gauge flight?

Availability – Direct Access


Direct Connect / Direct Access instantly "links" GDS availability to the carrier's computer system

Provides last seat availability

```

22K 605 C0 J0 D0 I0*BOG010 645P 815P 320 S 0 XJ4 DCA /E
    R0 Y9 B9 M9 H9 Q9 V9 A9 E9 G9
3BQ 525 C9 Y9 B9 K9 BOG010 530P 700P 319 S 0 DC /E
    L9 M9 Q9 V9
  
```

Some carriers are known to limit the number of seats shown in GDS availability, even though they are Direct Connect participants.



BCDtravel

ASK: Has anyone ever heard of or used direct access to pull up availability? Why did you use it?

SHARE: Look at the DCA and the DC code.

STATE: It is recommended that when checking availability on any one of these 3 carriers you always should use direct connect.

Availability – Code-Share Flights

| | | | | | | | | | |
|--------|------|---------|--------|-----------|-----------|--------|--------|-----|---------------|
| 15OCT | MOR | MIA/EDT | 8AO/VL | | | | | | |
| 15J | 8099 | F1 | F1 | C9*MTAGRU | 1020A | 7350 | 773 | D | 0 DCA /E |
| 16 | 08 | 05 | Y9 | 89 | 09 | 89 | 107 | KA | |
| 20A/2J | 7851 | F0 | A0 | J4 | C4*MTAGRU | 1020A | 7350 | 773 | D 0 XJ DCA /E |
| 14 | 14 | 17 | 87 | 87 | 07 | 87 | 07 | KA | |
| 3JZ | 8091 | F3 | A2 | C9*MTAGRU | 805P | 520AY1 | 330 | DB | 0 DCA /E |
| 09 | 09 | 09 | 89 | 89 | 89 | 89 | KA | | |
| 40A/2J | 7353 | F4 | A7 | J4 | C4*MTAGRU | 805P | 520AY1 | 330 | D 0 DCA /E |
| 04 | 09 | 07 | 87 | 87 | 07 | 87 | 07 | KA | |

The second carrier (e.g. JJ) is always the operating carrier

Other clues: Same times Same aircraft

Request availability the first of next month from Shanghai to Beijing.

Which carrier(s) code share with the CA-operated flights?

BCD travel



PG 18

ASK: How do you know you are selling a code share flight?

CLICK

VIRTUAL: Ask for a volunteer to take control of your GDS and work example.

Availability – Code-Share Flights

Potential challenges to booking code-share flights.

Cannot always check-in online

Seat assignments

Airport confusion with check-in and connections

BCD travel

ASK: From the point of view of the traveler, what would be the benefit of code sharing?

ANSWER: Baggage transfer, Mileage accrual, Fares

CLICK for challenges of code sharing

Transition: Speaking of mileage are you familiar with the airline alliances?

Availability – Alliances

| | | | |
|--|-------------|-------------------|------------------------------|
| | 27 airlines | 1180 destinations | 28.3% worldwide market share |
| | 14 airlines | 916 destinations | 24.6% worldwide market share |
| | 12 airlines | 871 destinations | 23.2% worldwide market share |

Benefits of airline alliances

Worldwide customer service

Expanded frequent flyer programs

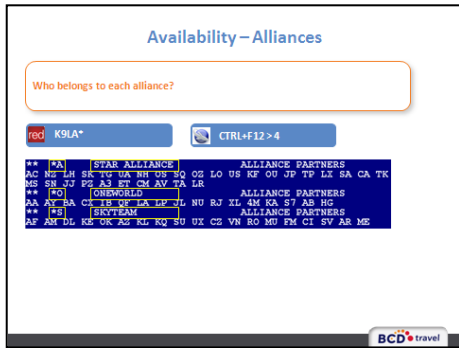
Interline checked baggage

BCD travel



PG 18

FACILITATORS NOTE: Discuss the various alliances noted on the slide.



ASK: Has anyone ever pulled up availability for a specific alliance? For instance you only want to see flights that are a part of the Skyteam Alliance.

CLICK

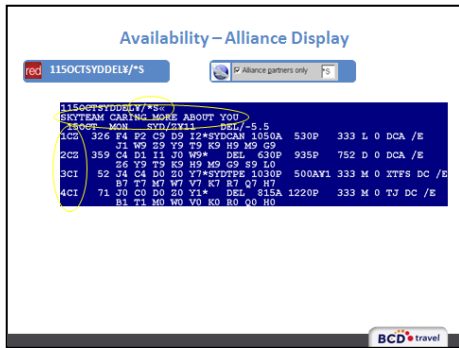
STATE: Here is the alliance display format.



STATE: Please take 5 minutes to complete the exercise. Use the format you just learned. We will review the correct answers when you are done.

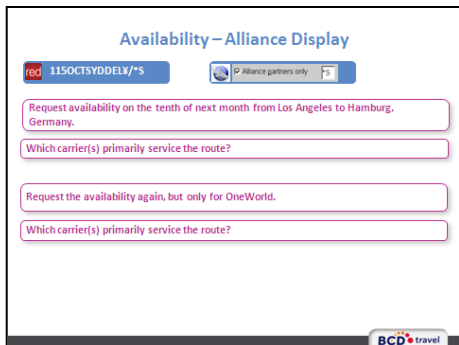
CLICK one will show airline logos in left column and next click will show alliances one by one

Transition: It is now time to put this all together. Let's look at availability.



STATE: Here are the formats to display alliance availability, please notice the response.

Transition: Next you can put your new knowledge to use.



STATE: Please take 3-4 minutes to answer the 2 questions.

FACILITATORS NOTE: Either have someone take control of your desktop or ask them to do it on their own.

Review answers

Availability – Alliance Display

The traveler has frequent flyer status with UA.
The account's preferred (and contract-discounted) carriers are AA and DL.
The account's travel policy dictates an international travel "window" of 4 hrs.

The traveler needs to fly from Los Angeles to Zurich the day after tomorrow.

Request availability to determine which carrier(s) fly the route.

Which carrier(s) primarily offer service?

Modify availability to request flights on Oneworld carriers.

Do OneWorld carriers offer flights within the four (4) hour window?

Modify availability to request flights on SkyTeam carriers.

Do SkyTeam carriers offer flights within the four (4) hour window?

FACILITATORS NOTE: Ask that they complete this on their own.

Availability – Alliance Display

Which options will you offer the traveler?

All options within policy

Why should you offer an airline other than UA/LX?

Be consultative!
Our primary goal is to support the client's needs, not necessarily those of the traveler.
Ideally, the lowest fare within policy prevails.

FACILITATORS NOTE: Ask that they complete this on their own.

STATE: Be consultative! Our primary goal is to support the client's needs, not necessarily those of the traveler.
Ideally, the lowest fare within policy prevails.

Availability – Direct Service

#QAC/ZSR*cty #QAC/ZSR*cty

| FROM | INT/DM | APPROX. DISTANCE | AVG FLTS PER WEEK | NON-STOP SERVICES | BOARDING PASSES |
|------|--------|------------------|-------------------|-------------------|-----------------|
| TYO | INT | 2218 | 7 | YES | OK |
| SIN | INT | 2009 | 9 | YES | OK |
| BTS | DOM | 1516 | 80 | YES | OK |
| JAN | DOM | 651 | 62 | YES | OK |
| COO | DOM | 1095 | 10 | YES | OK |
| COQ | DOM | 2039 | 13 | NO | OK |
| CGE | DOM | 1615 | 75 | YES | OK |
| CSX | DOM | 660 | 6 | YES | OK |
| CTU | DOM | 1563 | 8 | YES | OK |

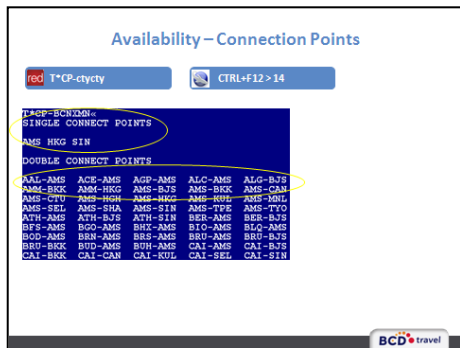
STATE: This is not a format you would not use every day but something to slip into your toolbox.

Have you ever brought up availability from a small city to another small city and there is no availability?

This is when you would use this format. This display will provide you with flights into that city. Look at the average flight and non-stop columns.

Lets' do a quick exercise...check the direct service between: Let's start with a domestic city. Flagstaff, AZ (FLG), Parma, Italy (PMF)



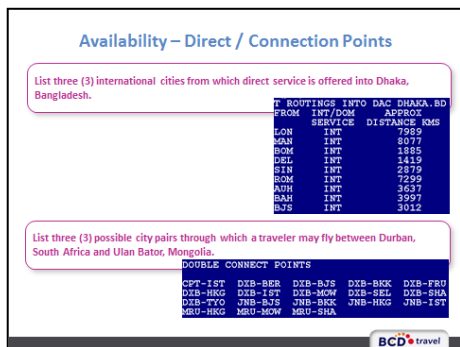


STATE: You would use the previous formats for direct service and this format will work well if you have 2 city codes.

Let's imagine there is a world renowned pasta competition annually in Parma and all of the "usual" flights continue to show sold out, so you have to be creative and piece the itinerary together.

Lets' do a quick exercise...check the direct service between: Let's start with a domestic city. Flagstaff AZ (FLG), Parma, Italy (PMF)

Transition: Next up is an exercise you can do on your own using the formats you just learned.



ASK: Now that you have pieced your itinerary together what do you think is the next step? Yes, it is a trick question.

CLICK

STATE: I recommend that you verify the minimum connect time.

Here is another format to verify an airport connection time...think Heathrow and Gatwick in London or Charles de Gaulle and Orly in Paris.

T*CT-XXX(XXX=airport code)/XX(arrival airline code)XX(departing airline code)/II(International to International)

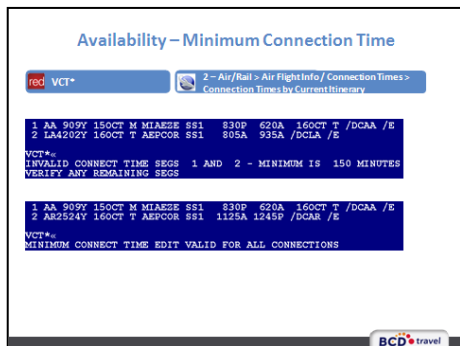
or

DI (domestic to international)

ID (international to domestic)

Let's try an exercise ... LHR/UAKL/II (Yes, 4 hours is correct!)


Transition: Next up an exercise.



Availability – Connex/Stpvr Tfc

Request availability on the tenth of next month from Tokyo-Narita to Sapporo.

Give an example of a flight a traveler could take in order for the QF-designated flight to be booked.




FACILITATORS NOTE: Narita (TYO) Sapporo (SPK)

Availability – Departure Time

| 15OCT | MON | TLV/2Y2 | FRA/Y0 | | | | | | |
|-------|-----|---------|--------|----|-------------|-------------|--------|----------------|--------------------|
| 11Y | 35 | C9 | 19 | D9 | 29 | J8**TLV/FRA | (140P) | 625P | 738 H 0 XFJ DCA /E |
| | R6 | I2 | Y9 | B9 | M9 | Q9 | B9 | K9 | Y9**A |
| 21H | 687 | F8 | A7 | C9 | D9**TLV/FRA | (330P) | 900P | 343 M 0 DCA /E | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| 31Y | 357 | C9 | 19 | D9 | 29 | J8**TLV/FRA | (510A) | 955A | 738 B 0 IJ DCA /E |
| | R6 | I2 | Y9 | B9 | M9 | Q9 | B9 | K9 | Y9**A |
| 41H | 691 | F4 | A2 | J9 | C9**TLV/FRA | (430A) | 900A | 346 M 0 DCA /E | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

red 1*1A Modify search to 1A

| 15OCT | MON | TLV/2Y2 | FRA/Y0 | | | | | | |
|-------|-----|---------|--------|----|-------------|-------------|--------|----------------|--------------------|
| 11H | 691 | F4 | A2 | J9 | C9**TLV/FRA | (430A) | 900A | 346 M 0 DCA /E | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| 21Y | 357 | C9 | 19 | D9 | 29 | J8**TLV/FRA | (510A) | 955A | 738 B 0 IJ DCA /E |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| 31Y | 355 | C9 | 19 | D9 | 29 | J8**TLV/FRA | (140P) | 625P | 738 H 0 XFJ DCA /E |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| 41H | 687 | F8 | A7 | C9 | D9**TLV/FRA | (330P) | 900P | 343 M 0 DCA /E | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |



FACILITATORS NOTE: This is an exercise to show that if you request a 1am departure vs. a random 8a you will get more option returned and you get them in order.

ASK each student: If a traveler request a morning departure time, what time do you add to your format?

CLICK

STATE: If you request a 1am departure vs. a random 8a you will get more option returned and you get them in order.


Availability – Departure Time

Request availability on the third of next month from Delhi to London (with no time).

Modify the availability for a departure at 1am.

Note the difference in the displays.

Why do you think the flights leave at such a time?



FACILITATORS NOTE: 5 minutes to complete exercise. Review responses.

STATE: What time would you advise a traveler to be at the airport for a 2:00am departure? Probably the day before. When you are reviewing the itin with Admin, paint the picture. Advise them that limos will need to be booked for the previous day, etc.

Transition: In order for us to communicate effectively, we must use the same terms and understand the meaning of them.



Class of Service

Classes of service

FACILITATORS NOTE: Based on the skill level of the participants will depend on how much or how little time you spend defining the differences between the classes of service when traveling internationally.

CLICK through the slides to show the difference between the different classes of service and the amenities or lack of amenities for each class. Seats, Meals, Entertainment

51

Pg 22

Classes of Service

Four Classes of Service

First

Business

Premium Economy

Economy



Classes of Service – General Features

Economy

Smallest seat option / 16.5-19" width / 29"-36" pitch


Choice of 2 meal options / liquor for purchase

Overhead video / personal video



Classes of Service – General Features

Economy Seats



BCD travel

Classes of Service – General Features

Premium Economy

- 1-2" more width / 2-3" more recline / 5-7" more pitch
- Better meal options / complimentary liquor
- Personal video



BCD travel

Classes of Service – General Features

Premium Economy Seats



BCD travel

Classes of Service – General Features

Premium Economy Seats



AIR CANADA

DELTA

KLM Royal Dutch Airlines

UNITED

BCD travel

Classes of Service – General Features

Business

- 2-3" more width / double pitch / greater recline
- Multiple meal options / complimentary liquor
- Personal video / Amenity kits

BCD travel

Classes of Service – General Features

Business (by any other name)

- Thai Airways – Royal Silk Class
- British Airways – Club World
- Iceland Airways – Saga Class
- Delta – BusinessElite

BCD travel

Classes of Service – General Features

Business Seats - reclined

BCD travel

STATE: Please know your international business class names for the various airlines.

Classes of Service – General Features

Business Seats - lie flat



BCD travel

Classes of Service – General Features

Business Seats - flat bed



BCD travel

Classes of Service – General Features

First

1-2" more width / 10-30" more pitch / greater recline

Multiple meal options / complimentary liquor

Personal video / Amenity kits



BCD travel

Classes of Service – General Features

First Seats - recliner / lie flat / flat bed

BCD travel

Classes of Service – General Features

First Seats - suite

A world of your own
 Our Singapore Airlines Suites, exclusively on board the A380 aircraft, provide the distinguished few with their very own haven of tranquility.
 You can luxuriate in your very own private space in our largest ever armchair hand-stitched by a master Italian craftsman.

BCD travel

Classes of Service – Comparison

JAL (Japan Airlines)

• First Class • Class J • Economy Class

BCD travel

Classes of Service

Correct Terminology

1MI 487 29 C9 J9*CCUSIN 1150P 635AY1 320 M 0 XWFJ DCA /E
D9 S9 Y9 B9 B9 M9 H9 W0 QD N0 Y0

NOT a Class of Service

Booking Code

STATE: CLASS of SERVICE and BOOKING CODE are not one and the same!

Economy is not Coach

Class of Service

...the physical cabin in which a traveler sits

First Business Premium Economy Economy

Booking Codes

...the letter in availability booked to obtain a specific fare

Y I I I Y

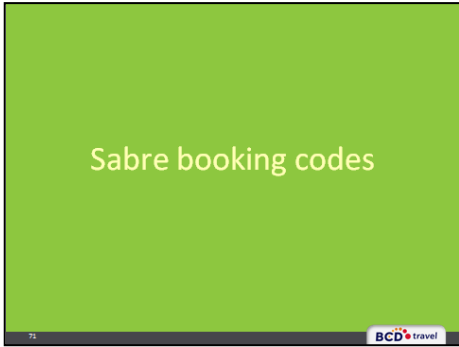
Coach

...means bus or train

STATE: If you were traveling in France and you use the term coach the French will assume you are traveling via bus or train.

Transition: OK we have covered a lot in this unit. I hope you took a couple of things away from it.

Booking Codes



Pg 24

STATE: Our third and final section will cover booking codes.

Booking Codes

In order to use a mileage fare, 3 requirements must be met.

1. All carriers within the fare must have an e-ticketing agreement
2. Travel must be within the allotted mileage Maximum Permitted Mileage (MPM)
3. The carrier who "owns" the fare (governing carrier) must be the carrier on the first international flight

So, how do you know what the correct booking code is for additional carriers on the fare?

CLICK to display list

CLICK to display question

Transition: So how do you do that?

Booking Codes

```

DFW-KUL  CER-SQ  THU 15NOV12  USD
THE FOLLOWING CARRIERS ALSO PUBLISH FARES DFW-KUL:
0W AA AC AF AI AY AG BA BD BR CA CI CO CX CG DL EK ET EY GF HD
IL TO KE KL KM LN LO LI MM MK MS MU NH NW OS OO PK PR QR RJ
SK SV TG TK UA UL VN YY
ADDITIONAL CARRIERS PARTICIPATE IN YY FARES
//SEE FOMHELD FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
SQ  DFWKUL AA  15NOV12  MUM 13291
V FARE BASIS  BK  FARE  TRAVEL-TICKET  AP  MINMAX  RTG
1  ORHH00  QTE  490.00  ----  -/Y  -/12M  AT01
2  WUH000  WVI  523.00  ----  -/Y  -/12M  AT01
3  HUH000  RYX  556.00  ----  -/Y  -/12M  AT01
4  QHH010  QYX  557.00  ----  -/Y  -/12M  AT02
5  WUH010  WYX  590.00  ----  -/Y  -/12M  AT02
    
```

AT014 /VIA THE ATLANTIC/ CONSTRUCTED RTG
DOM ROUTE VALIDATION APPLIES WITHIN ORIG/DEST COUNTRIES
1. DFW-AA-NOR-NEW-SIN-MI/SQ-KUL

So, how do you know what the correct booking code is for additional carriers (AA) on the fare?

CLICK to highlight specific areas

STATE: Let's take a minute to review what a fare quote looks like. This is from DFW to KUL and the carrier is SQ. Notice that this display is a routing fare and the booking code is "W" on the Singapore leg.

CLICK to display the question

Transition: Consider this another tool for your toolbox.

Booking Codes

| LINE | DFWKUL AT | 15NOV12 | MM | 13981 | | | | | |
|------|------------|---------|--------|---------------|----|--------|-------|------|--|
| 1 | DFWKUL AT | 15NOV12 | MM | 13981 | | | | | |
| V | FARE BASIS | BK | FARE | TRAVEL-TICKET | AP | MINMAX | RTG | | |
| 1 | DLH000 | QYX | 490.00 | | | -/Y | -/12M | AT01 | |
| 2 | WLH000 | NYZ | 523.00 | | | -/Y | -/12M | AT01 | |
| 3 | DLH000 | NYZ | 556.00 | | | -/Y | -/12M | AT01 | |
| 4 | DLH0010 | QYX | 557.00 | | | -/Y | -/12M | AT02 | |
| 5 | WLH0010 | NYZ | 590.00 | | | -/Y | -/12M | AT02 | |

rec RB2SQ/DFWHOU-AA RB2SQ/DFWHOU-AA

RB2 Rules for booking – line 2

SQ Fare is governed by SQ

DFWHOU-AA Flying DFW-HOU on AA

BCD travel

STATE: The RB format will help you to determine what booking code AA has to be sold in. To make the RB format work you must have previously displayed a fare quote.

This format is detailed and specific so let's review it.

CLICK through the format explanation

Transition: Here is the GDS response.

Booking Codes

| LINE | DFWKUL AT | 15NOV12 | MM | 13981 | | | | | |
|------|-----------|---------|--------|-------|--|-----|-------|------|--|
| 1 | DLH000 | QYX | 490.00 | | | -/Y | -/12M | AT01 | |
| 2 | WLH000 | NYZ | 523.00 | | | -/Y | -/12M | AT01 | |
| 3 | DLH000 | NYZ | 556.00 | | | -/Y | -/12M | AT01 | |
| 4 | DLH0010 | QYX | 557.00 | | | -/Y | -/12M | AT02 | |
| 5 | WLH0010 | NYZ | 590.00 | | | -/Y | -/12M | AT02 | |

rec RB2SQ/DFWHOU-AA RB2SQ/DFWHOU-AA

REQS/DFWHOU-AA
CIR FARE CLASS MARKET TICKET DATE TRAVEL DATE
SQ WLH000 DFWKUL 18OCT12 15NOV12

SQ PRIME BOOKING CODE W

SQ EXCEPTIONS REQUIRED W

AA DFW HOU
FLIGHT NUMBERS 7638 TO 7661
NO BOOKING CODE APPLIES - CIR DOES NOT PARTICIPATE
REQUIRED H

BCD travel

STATE: At the top is the fare quote and format.

CLICK to display the response

CLICK to go through the highlights

STATE: Singapore must be booked in "W" and American must be booked in "N" to get the fare basis code of WLH000.

Booking Codes

| LINE | DFWKUL AT | 15NOV12 | MM | 13981 | | | | | |
|------|-----------|---------|--------|-------|--|-----|-------|------|--|
| 1 | DLH000 | QYX | 490.00 | | | -/Y | -/12M | AT01 | |
| 2 | WLH000 | NYZ | 523.00 | | | -/Y | -/12M | AT01 | |

And, yes, to answer your question...
The GDS usually automatically rebooks the segments in the appropriate booking code (or breaks the fare if that is less expensive).

BCD travel

STATE: I know this is a lot of information. The good news is the GDS usually rebooks the segments in the correct booking code.

So if the GDS does this for you then why did we just go through it? Did you hear the word usually? That is why we went through this. If the GDS not price the fare then maybe the booking code is not available. This is just another tool in our tool box to make us better international agents.

Transition: Before we do a review of the entire unit there is an exercise for you to do.

Booking Codes

Request availability from Philadelphia to Warsaw three months from today on US Airways.

Find and examine the US/LH connection.

Request a fare quote from Philadelphia to Warsaw three months from today on US Airways.

Note the routing indicates these are all mileage fares.

For the fare on line 2, what is the correct booking code for LH?

For the CL-type fare, what is the correct booking code for LH?

BCD travel

STATE: Please take 10 minutes and answer the two questions.

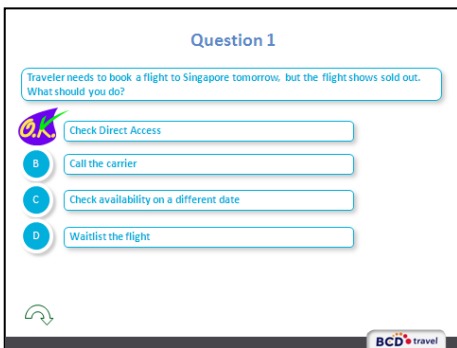
FACILITATORS NOTE: Review the answers and how they were obtained.



Review

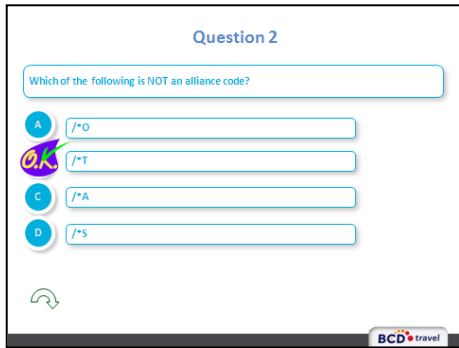


STATE: I have a couple of questions for you as a review.



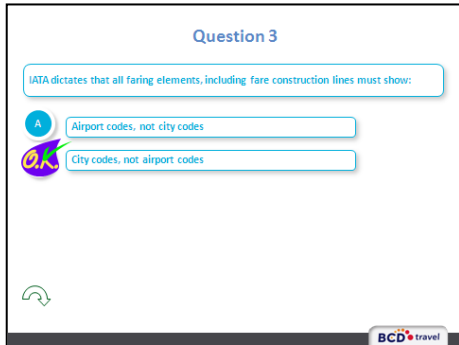
Traveler needs to book a flight to Singapore tomorrow, but the flight shows sold out. What should you do?

Check Direct Access



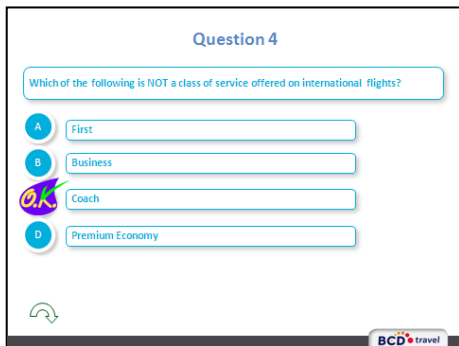
Which of the following is NOT an alliance code?

/*T



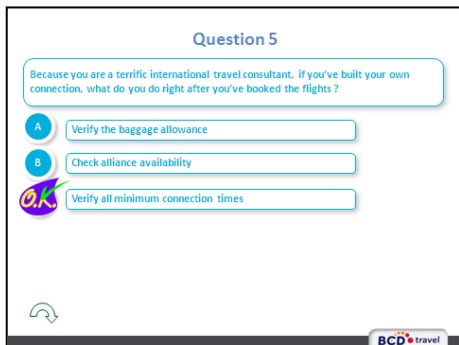
IATA dictates that all faring elements, including fare construction lines must show:

City codes, not airport codes



Which of the following is NOT a class of service offered on international flights?

Coach




Because you are a terrific international travel consultant, if you've built your own connection, what do you do right after you've booked the flights?

Verify all minimum connection times

Question 6

Under what circumstance is it permitted to book a flight that shows: "INTL ONLINE CONNEX/SPVR TFC ONLY"?

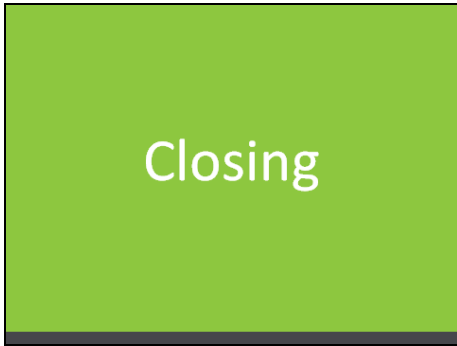
- A When booked as the operating carrier as part of an add-on fare
- B When the fare permits stopovers as part of an online connection
- C When continuing on to an international destination on that same airline after a connection or stopover**



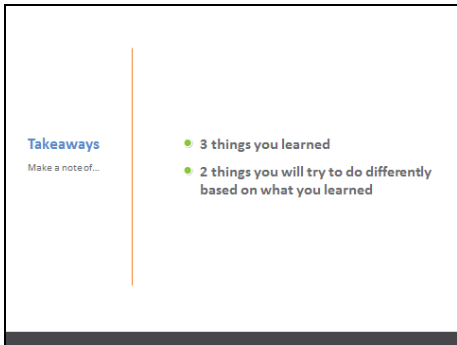
Under what circumstance is it permitted to book a flight that shows: "INTL ONLINE CONNEX/SPVR TFC ONLY"?

When continuing on to an international destination on that same airline after a connection or stopover

Closing

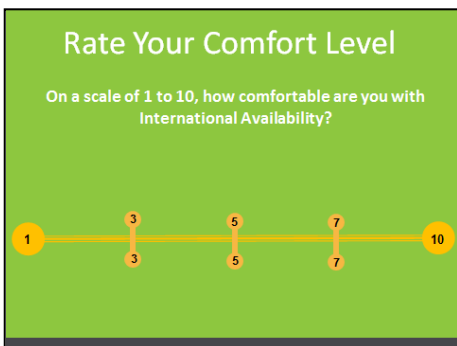


STATE: This brings us to the end of this International Exchanges class. Before we start the assessment, I would like you to take a moment to reflect on what you have learned.



Turn to page 39 in your participant guide, and in the spaces provided make a note of the following:

- Three things that you have learned during the class
- Two things that you will do differently based on what you have learned



Ask: What is your comfort level working with International Availability now?



