

International Availability

Sabre

Participant Workbook

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Welcome

Course Overview

Consider all of the information you receive and skills that you learn and practice as tools to place in your toolbox. The tools in the toolbox will help you to become a successful international travel consultant.

Please complete the questions, work the scenarios and fill in the blanks in the workbook. This is the first tool that you will place in your toolbox.

Unit 1

Overview

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. The unit also includes some simple and complex availability information.

Unit Objectives

Identify international geographic concepts

Identify international carriers and cities

Display and read international availability

Geography

Continents List the continents of the world.

- | | |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | |

Bodies of Water Name the two major bodies of water crossed when traveling east or west from the United States to an international destination.

- | | |
|----------|----------|
| 1. _____ | 2. _____ |
|----------|----------|

International Dateline Destinations on the west side of the International Date Line are one day later than destinations on the east side.

For example: If it is Monday in Los Angeles, it is Tuesday in Tokyo.

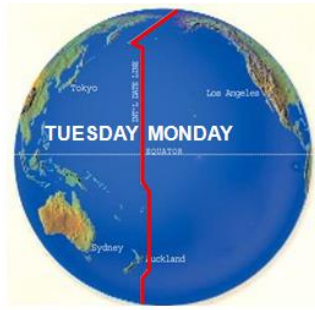
To determine the current date and time in a city, enter:

[Sabre] T*XXX (XXX = city code)

[Turbo Sabre] CTRL+F9

International Dateline

TUESDAY

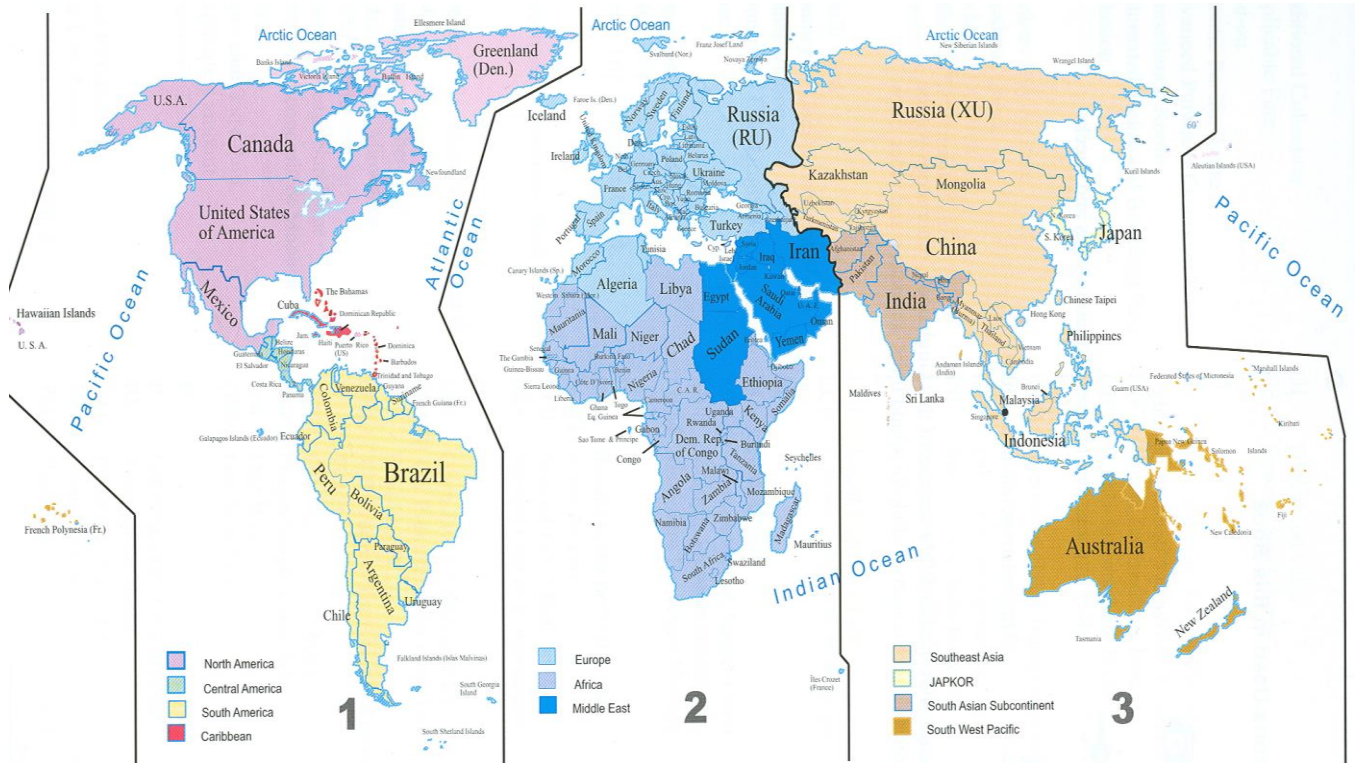


MONDAY

Use your GDS's format to determine the current date and time in each of the following cities. If you don't know the city code, use the GDS to encode it.

<u>City</u>	<u>Date</u>	<u>Time</u>
a. Alicante, Spain		
b. Bengaluru (Bangalore), India		
c. Amman, Jordan		
d. Shanghai, China		
e. Guangzhou, China		

IATA Conference Traffic Areas



Area 1

North America, Greenland, Mexico, Caribbean, Central America, South America

Sub Areas

North America: Canada, Mexico, United States, Bermuda, Greenland

Central America: Belize, El Salvador, Guatemala, Honduras, Nicaragua, Costa Rica

Caribbean: All the islands in the Caribbean Sea including Bahamas, Cuba, Jamaica, Puerto Rico

South America: All the countries on the South American continent plus Panama

South American Sub-Continent / ABCPU: Argentina, Brazil, Chile, Paraguay, Uruguay

Area 2

Europe (including Russia west of the Ural Mts.), Africa, Middle East

Sub Areas

Europe:

All of the European continent, Russia west of the Ural Mountains, Iceland, Turkey, Algeria, Morocco and Tunisia

Scandinavia:

Denmark, Norway and Sweden (not Finland)

Western Africa (WAFR):

All the countries in the “scoop” in Western Africa including Angola, Cote D’Ivoire, Central African Republic, Chad, Democratic Republic of Congo, Ghana, Mali, Mauritania, Niger, Nigeria, Senegal

Central Africa:

Malawi, Zambia, Zimbabwe

Southern Africa:

Botswana, Lesotho, Mozambique, Namibia, South Africa, Swaziland

Middle East:

Bahrain, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Palestinian Territory (occupied), Qatar, Saudi Arabia, South Sudan, Sudan, Syria, United Arab Emirates, Yemen

Area 3

Asia (including Russia east of the Ural Mts.),
India, Australia, Oceania

Sub Areas

JapKor: Japan, North Korea, South Korea

Indian Subcontinent / South Asia Subcontinent:

Afghanistan, Bangladesh, Bhutan, India,
Maldives, Nepal, Pakistan, Sri Lanka

Southeast Asia: Brunei, Cambodia, China,
Chinese Taipei (Taiwan), Guam, Hong Kong,
Indonesia, Kazakhstan, Kyrgyzstan, Laos, Macau,
Malaysia, Marshall Islands, Micronesia, Mongolia,
Myanmar, Northern Marianas, Palau, Philippines,
Russia east of the Ural Mountains, Singapore,
Tajikistan, Turkmenistan, Uzbekistan, Vietnam

Southwest Pacific: American Samoa, Australia,
Cook Islands, Fiji, French Polynesia, Kiribati,
Nauru, New Caledonia, New Zealand, Norfolk
Islands, Papua New Guinea, Samoa, Solomon
Islands, Tonga, Tuvalu, Vanuatu

International
Airlines and
Bases of
Operation

For each of the international airlines listed below, write in the carrier name and its base country.

Code	Carrier Name	Base Country	Gateway/Hub City(ies)
9W			BOM / DEL
AB			BER
AF			PAR
AI			BOM / DEL
AV			BOG
AZ			ROM / MIL
BA			LON
BR			TPE

CA			BJS
CI			TPE
CM			PTY
CX			HKG
CZ			CAN / SHE
EI			DUB / SNN
EK			DXB
EY			AUH
IB			MAD
JJ			SAO
JL			TYO

Code	Carrier Name	Base Country	Gateway/Hub City(ies)
KA			HKG
KE			SEL
KL			AMS
LA			SCL / LIM / BUE / UIO
LH			FRA / MUC
LO			WAW
LX			ZRH / GVA
LY			TLV
MH			KUL
MS			CAI
MU			SHA
NH			TYO
NZ			AKL

OS			VIE
OZ			SEL
QF			SYD / MEL / BNE
SA			JNB
SK			CPH
SQ			SIN
SN			BRU
SU			MOW
SV			RUH

Code	Carrier Name	Base Country	Gateway/Hub City(ies)
TA			BOG / LIM / SAL / SJO
TG			BKK
TK			IST
TP			LIS
VS			LON

City Codes /
Multiple
Airports

IATA dictates that only city codes, not airport codes, are to be used in all faring elements, including fare construction lines.

Additionally, some cities and metropolitan areas have multiple airports, adding to the confusion.

Using your resources, fill in the code for each of the following.

City	Country	City Code

Buenos Aires	Argentina	
Rio de Janeiro	Brazil	
São Paulo	Brazil	
Edmonton	Canada	
Montréal	Canada	
Toronto	Canada	
Beijing	China	
Shanghai	China	
Paris	France	
Berlin	Germany	
Reykjavik	Iceland	
Jakarta	Indonesia	
Milan	Italy	
Rome	Italy	
Osaka	Japan	
Sapporo	Japan	
Tokyo	Japan	
Moscow	Russia	
City	Country	City Code
Seoul	South Korea	
Stockholm	Sweden	
Kiev	Ukraine	
London	United Kingdom	
Chicago	United States	
Dallas	United States	

Detroit	United States	
Houston	United States	
New York	United States	
Orlando	United States	
Washington	United States	
Milan	Malpensa	
Shanghai	Pudong	
Berlin	Tegel	
Rio de Janeiro	Galeão	
Jakarta	Soekarno-Hatta	
London	London City	
London	Gatwick	
London	Heathrow	
Tokyo	Haneda	
Tokyo	Narita	
Moscow	Domodedovo	
Moscow	Sheremetyevo	

City	Airport	Airport Code
Belfast	International	
Seoul	Incheon	
Buenos Aires	Ezeiza	
Paris	Charles de Gaulle	
Paris	Orly	
Toronto	City Centre	
Toronto	Pearson	
Stockholm	Arlanda	
São Paulo	Guarulhos	
Osaka	Kansai	
Minsk	International	
Beijing	Capital	

Availability

Flight Arrival A flight arriving one day after the departure date has _____ after the arrival time.

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

When does the first flight arrive? _____

A flight arriving two days after the departure date has _____ after the arrival time.

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

When does the first flight arrive? _____

A flight arriving before after the departure date has _____ after the arrival time.

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

When does the first flight arrive? _____

Change of Gauge Change of gauge flights appear as a _____ flight number, but actually require the traveler to change aircraft.

```

3UA  8 J1 C1 D1 Z1*CLEWR  439P  621P  735 RD 0 DCA /E
      P0 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 *A
UA   8 J1 C1 D1 Z1*   LHR  905P  925AY1 752 0 DCA /E
      P0 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 *A
    
```

Note that there is only one line availability line number (3) but there are two (2) flight segments and two (2) different aircraft.

Change of gauge flights are rare, however they require special attention because seat assignments are slightly more difficult to obtain due to GDS limitations.

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? _____

Direct Access

Many carriers participate in the GDS's Direct Connect Availability (aka Direct Access) program. Direct Connect instantly "links" availability to the GDS from the carrier's computer system.

Direct Access carriers can be identified by _____ at the end of availability.

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

A reason to use Direct Access/Inside Link availability is _____.

Some carriers, notably _____ are known to limit the number of seats available in the GDS availability even though they are Direct Access participants.

To request Direct Access availability, add the carrier code to the end of the availability with a change (X) before it.

[Sabre] Example: _____

To modify current availability to Direct Access availability, enter 1 change (X) and the carrier code.

[Sabre] Example: _____

To request (or modify to) Direct Access availability, check (X) the 'Direct Access' box in the lower right corner of the availability screen.

[Turbo Sabre] Example: Direct access

First, request availability for tomorrow from Los Angeles to Kuala Lumpur on Malaysia Airlines.

Second, modify the availability to request Direct Access and compare availability.

Is there any difference as to the number of available seats within a booking code?

Schedule Display

Many carriers participate in the GDS's Direct Connect Availability (aka Direct Connect)

program. Direct Connect instantly “links” availability to the GDS from the carrier’s computer system.

The primary advantage of using a Schedule Display rather than availability is

To request a Schedule Display, use ‘S’ instead of ‘1’ and add /ES to the end of the entry to get Extended Schedules (a longer range than just the requested date). Optionally, the carrier code can also be added to the request.

[Sabre] Example: _____

To request a Schedule Display, select (⊙) ‘Extended Schedules’ on the right side of the availability screen.

[Turbo Sabre] Example:

Extended schedules

Scenario

The traveler has a ticket to fly Air Madagascar (MD) from Johannesburg, South Africa to Antananarivo, Madagascar next Tuesday. She needs to change the flight to Wednesday.

Request availability for next Wednesday from Johannesburg to Antananarivo.

Rather than modify the availability to the next day, request an extended schedule display to determine on _____ which days of the week the flight operates.

On which days of the week does the flight operate? _____

Code Share
Flights

Code-share flights appear with two carriers in the carrier code column (e.g. UA/LH or AA/**).

They allow airlines to sell to destinations they don't fly and/or with greater frequency than they do fly.

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

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

List some potential challenges to booking code share flights.

Alliances

Alliances were designed to have multiple benefits for travelers.

List 3 benefits of airline alliances.

To determine alliance codes and the members of each enter

[Sabre] _____

[Turbo Sabre] _____

The codes for each alliance are

SkyTeam _____

OneWorld _____

Star Alliance _____

Using the applicable GDS format, identify the alliance to which each of the following

carriers belong:

Delta Air Lines (DL)	SkyTeam:	<input type="checkbox"/>	OneWorld:	<input type="checkbox"/>	Star Alliance:	<input type="checkbox"/>
United Airlines (UA)	SkyTeam:	<input type="checkbox"/>	OneWorld:	<input type="checkbox"/>	Star Alliance:	<input type="checkbox"/>
American Airlines (AA)	SkyTeam:	<input type="checkbox"/>	OneWorld:	<input type="checkbox"/>	Star Alliance:	<input type="checkbox"/>
British Airways (BA)	SkyTeam:	<input type="checkbox"/>	OneWorld:	<input type="checkbox"/>	Star Alliance:	<input type="checkbox"/>
KLM (KL)	SkyTeam:	<input type="checkbox"/>	OneWorld:	<input type="checkbox"/>	Star Alliance:	<input type="checkbox"/>
Lufthansa (LH)	SkyTeam:	<input type="checkbox"/>	OneWorld:	<input type="checkbox"/>	Star Alliance:	<input type="checkbox"/>

To request alliance only availability, add [Sabre] _____ and for [Turbo

Sabre] Alliance partners only after the standard availability entry.

Request availability on the tenth of next month from Los Angeles to Hamburg, Germany.

Which carrier(s) primarily service the route? _____

Request the availability again, but for only OneWorld.

Which carrier(s) primarily service the route? _____

Scenario

The traveler has frequent flyer status with United.

The account's preferred (and contract-discounted) carriers are American and Delta.

The account's travel policy dictates an international travel "window" of four (4) hours.

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? _____

Which options will you offer the traveler? _____

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

Direct / Non-stop To determine from which cities direct/non-stop flights operate enter
[Sabre] _____(XXX=city code)

[Turbo Sabre] _____

To determine possible connecting points between two cities, enter

[Sabre] _____

[Turbo Sabre] _____

List 3 international cities from which direct service is offered into Dhaka, Bangladesh:

List 3 possible city pairs through which a traveler may fly between Durban, South Africa and Ulan Bator, Mongolia

**Minimum
Connect Times**

When manually building a connection, before proceeding with the remainder of the PNR, verify minimum connect times are met by entering

[Sabre] _____

[Turbo Sabre] _____

Scenario

The traveler needs to fly from Hobbs, New Mexico to Lucknow, India on the fifth of next month.

Ideally, she would like to fly the same carrier as far as possible.

What route did you choose? _____

Are all the minimum connection times valid? _____

**Unusual
Elements**

Be cautious of unusual elements that may appear in availability.

```
15OCT MON SXB/ZY2 MUC/Y0
1LH/** 389 J9 C9 D9 Z9*XERFRA 815A 1100A BUS D DCA /E
      P9 Y9 B9 M9 U9 H9 G9 Q9 V9 W9 *A
2LH    108 J9 C9 D9 Z9* MUC 1210P 105P 321 S 0 DCA /E
      P9 Y9 B9 M9 U9 H9 G9 Q9 V9 W9 *A
```

Request availability next Monday from Dubai, UAE to Nagoya, Japan at 6pm.

From where does the trip depart? _____

Connex/Stopover Traffic A flight designated "Intl Online Connex / Stpvr Tfc Only" may only be booked

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 MH-designated flight to be booked. _____

Departure Time Request flights departing at _____ to see all flights departing in order starting with the earliest departure time.

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

Second, 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? _____

Classes of Service The 4 classes of service that may be offered on international flights are:

Identify to which class of service each of the following amenities apply:

Overhead video	<input type="checkbox"/> Economy	<input type="checkbox"/> Premium Econ	<input type="checkbox"/> Business	<input type="checkbox"/> First
The most legroom	<input type="checkbox"/> Economy	<input type="checkbox"/> Premium Econ	<input type="checkbox"/> Business	<input type="checkbox"/> First
Premium meals	<input type="checkbox"/> Economy	<input type="checkbox"/> Premium Econ	<input type="checkbox"/> Business	<input type="checkbox"/> First
Amenity kits	<input type="checkbox"/> Economy	<input type="checkbox"/> Premium Econ	<input type="checkbox"/> Business	<input type="checkbox"/> First
Personal video	<input type="checkbox"/> Economy	<input type="checkbox"/> Premium Econ	<input type="checkbox"/> Business	<input type="checkbox"/> First

Booking Codes

Class of service is correctly defined as the physical _____ in which a traveler sits.

Booking code is the _____ in availability you book to obtain a specific fare.

Outside of the USA, the term “coach” is used to mean _____ or _____.

Request availability from Philadelphia to Warsaw, Poland three months from today via Frankfurt. Examine US/LH connection.

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

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

For the C1 fare, what is the correct booking code for the LH flights?
