



# Galileo Conversion Focalpoint Only (1 Day) NZ only

## Delivery method

Scheduled Instructor-led Classroom Training. This course is offered only in the New Zealand market.

## Audience

This course is suitable for experienced consultants converting from another GDS. Consultants should have substantial prior knowledge on the use of a GDS. This is a fast paced course and is NOT applicable for consultants new to the travel industry. Students who are not able to demonstrate basic knowledge and competence will be asked to leave the course.

Prospective students are encouraged to register for and complete Galileo eLearning modules and Professional Assessment as an alternative. For more information on Galileo eLearning please see: [http://travelport.com/nz/contact\\_us/training\\_for\\_agents.aspx](http://travelport.com/nz/contact_us/training_for_agents.aspx)

## Qualifying for a Sign On and Helpdesk Support

Upon completion of this course, it is compulsory for you to successfully complete our Galileo eLearning Professional Assessment. This will qualify you for a Galileo Desktop sign on and Travelport Helpdesk. We will only issue a certificate for Assessment completion, not course attendance.

## Pre-requisites

- A minimum of 12 months recent experience using a GDS
- Significant computer literacy, including familiarity with common MS Windows™ keyboard and mouse commands.
- Significant knowledge of IATA geography, airport and city codes required.

## Course Value\*

NZD 220.00

\* Current Galileo subscribers have a training allocation built into subscriber agreement.

## Course Objectives

Key topics covered in this course:

- Access the Galileo System conforming to security procedures.
- Overview of the Galileo Desktop and an explanation of the navigation options and tools within Focalpoint.
- Investigate the various methods of searching and quoting fares.
- Interpret the Galileo Fare Guarantee Policy and fare quote status indicators.
- Request and interpret flight availability and timetable displays.
- Sell, amend and cancel flight reservations.
- Input mandatory and optional booking file fields.
- Add, amend and cancel passenger servicing information and booking file servicing requests.
- Work with the Galileo Queuing System.
- Deliver booking file itineraries in print, email and web formats.