

# Galileo Desktop Professional (4 Days)

## Delivery method

Scheduled Instructor-led Classroom Training

## Audience

For consultants with no previous GDS experience, this course gives agency managers confidence that Consultants responsible for Air Reservations are competent Galileo Desktop users and can provide accurate travel advice.

Completion of this course will qualify for a Galileo sign on to the system and Certificate of Attainment which will expire after 12 months if not employed by a Travel Agency operating Galileo within this time period.

## Pre-requisites

- Either completion of a recognised travel college course OR completion of Galileo eLearning Basic Booking File and Air modules 1-3
- Computer literacy, including familiarity with common MS Windows™ keyboard and mouse commands.
- Knowledge of IATA geography, airport and city codes required.

## Course Value

AUD 880.00 or NZD 880.00

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

## Course Objectives

Successful completion of this course will qualify for a Galileo sign on to the system and Certificate of Achievement which will expire after 12 months if not employed by a Travel Agency operating Galileo within this time period.

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 Viewpoint and 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.
- Overview of the Car & Hotel RoomMaster booking process.
- Work with the Galileo Queuing System.
- Deliver booking file itineraries in print, email and web formats.
- Complete and pass a course assessment to obtain a sign on authority to use Galileo.