



We're
redefining
your performance through
learning and development

Continuous learning is essential for today's travel consultants

Training and development play a big role in helping travel agencies attract and retain customers and top talent alike. Since traveler demand and travel technologies constantly evolve, learning and development for travel consultants at all skill levels should also be a continuous process.

Travelport MyLearning is redefining agents performance - keeping them moving, learning and selling. Through the training services offered, travel professionals are able to hit the ground running on any Travelport system, stay current with leading functionality, and take immediate advantage of new products and capabilities.

We offer an e-learning platform, traditional classroom training, and a global team of trainers and certified training associates dedicated to meeting your training needs.

Training services are available to all agents using the Travelport Worldspan, Travelport Galileo and Travelport Apollo systems, presenting relevant content for every region.



Great incentives for all travel consultants

- **Career advantages:** Whether travel consultants are highly experienced, or new to the travel industry and your system, Travelport MyLearning raises expertise and technical skills to new levels and advances consultants' careers.
- **Personal schedules and preferences:** Travel consultants have flexibility to fit learning around busy days, and choose methodologies that suit their preferred learning styles.
- **Top productivity and sales:** From basic programs to advanced training, Travelport MyLearning helps consultants maximize the efficiencies of our Travel Commerce Platform. With greater knowledge of functionality and tools, consultants provide faster, more proficient service, which keep your customers returning again and again.

Training courses to meet all budgets

- **Lower training expenditures:** Cost-free and low cost learning options are available to reduce spending on training and eliminate the expense of sending staff to off-site training locations. The availability of online demonstrations, self-paced, virtual and classroom-based courses ensure new consultants are quickly trained on agency systems and processes, allowing agencies to develop and retain talented staff by building skills and experience.
- **Monitor progress:** Managers can track training courses undertaken and completed by staff, along with scores. This allows managers to gauge individual and group progress, and keep training on a forward path.
- **Minimize risk:** When agencies adopt new technologies or transition to a new system, consultants can quickly get up to speed through training, reducing the risk of change.
- **Faster access:** Convenient single sign-on using agents' ASK Travelport credentials through the ASK Travelport online help system.

Needing fast answers, a complete training program or something in between? We have a solution.

A versatile portfolio includes self-paced tutorials, instructor-led virtual training, recorded demonstrations, the ASK Travelport online help system and traditional classroom training. Options can be mixed and matched to meet individual or agency development goals.

Over 60,000 online courses are completed each year, and 97 percent of Travelport agents would recommend them to others – so you're assured a high quality learning experience.

The learning platform for agencies worldwide

Self-paced tutorials

- Interactive, scenario-based exercises ensure learning is relevant and memorable
- Quick online tutorials range in length from 15 to 45 minutes
- Consultants can complete a full tutorial in one session or drill down to specific modules
- Consultants can take tutorials when and where it suits their individual needs and schedules, at home or the office, and courses are available around the clock
- Training transcripts and scores can be tracked, which helps pinpoint areas of need, measure progress, and plan future training

Instructor-led virtual training

- Instructors deliver classes online via Travelport's online training center
- Information-packed courses last 30 to 90 minutes
- Short class duration means minimal time away from work, ensuring steady productivity
- Class sizes are kept small to allow utmost student participation and interaction
- The human touch - instructors offer immediate feedback, details and clarification

- Interactivity is enabled through application-sharing, white-boarding and polling
- Participants get hands-on experience in a supportive environment
- Classes reach agency staff in different cities or countries at the same time
- Training history and scores can be tracked, making it easy to measure progress, resume training and plan for future courses

Recorded demonstrations

- Quick, informative demonstrations show how to perform specific functional tasks, enabling consultants to focus on what they need, when they need it.
- This is a great learning method for consultants who like to observe a task being completed, rather than decipher written instructions.
- Selections are accessible 24 hours a day, and can be re-played multiple times to embed knowledge.

In-depth curriculum and specialized training services

Traditional classroom training

- Consultants get valuable hands-on experience in a dedicated classroom environment
- The human touch - instructors offer immediate feedback, details and clarification
- Class sizes are kept small to allow utmost student participation and interaction
- This face-to-face learning method is effective for consultants new to Travelport or the travel industry, and is the best solution for acquiring complex or advanced skills
- Training is available in several locations, and locally based training professionals conduct classes
- This method is highly complementary to online courses, enabling consultants to expand learning and embed skills through subsequent use of online tutorials and virtual classes

ASK Travelport

ASK Travelport is a powerful online information source and product guide for travel agencies. With approximately 150 categories of information, a massive database of answers and quick reference guides, the portal responds to over 1.2 million questions each year. Visit ask-travelport.com to see how we're redefining our self-help portal.

A multifaceted training services portal

Travelport MyLearning is available 24/7, offering these additional features:

- Password-protected system
- Single sign-on using ASK Travelport login credentials
- Self-registration or registration by managers
- Complete course listings across all methods
- Country home pages in local languages
- Many courses available in multiple languages
- Flexibility to register for any course
- Electronic reminders for class attendance
- Automated waiting list
- Online cancellation and rescheduled
- Access to management portal



Customized, fee-based programs are available

Travelport can design customized training programs around specific organizational and staff requirements. These include virtual, traditional classroom and blended training opportunities. For more information about these services please contact your Travelport representative.

To register and explore Travelport MyLearning, visit: www.travelport.com/training

