

Travel Agent Training



Online Certificate

Whether you're an experienced world traveler or just have wanderlust, a career in travel allows you to share your passion with others by offering advice on trip destinations, planning trip itineraries, and making travel arrangements for your clients.

Travel agents sell and book travel for everything from family vacations, to honeymoons, to corporate travel. It's their job to cater aspects of the trip to their clients needs. As you advance your career, you can even specialize in a specific type or region of travel.

Who Should Attend

Individuals interested in careers as:

- Travel Agent-Sales
- Travel Consultant
- Travel Coordinator
- International Travel Coordinator
- Corporate Travel Consultant

Requirements

This course can be taken on either a Mac or a PC. Students will need to have an Internet connection and email capabilities.

Adobe Flash Player and Adobe Acrobat Reader are required for this course.

Prerequisites

There are no specific prerequisites for this program.

Skill Sets

- Be able to identify types of travelers and match them to the correct travel products
- Know various types of tours, from escorted to independent
- Understand how airline computer reservation systems operate
- Know what documentation is needed to travel internationally and how to obtain it
- All about cruises, including how to read and understand brochures, match the client to the proper ship, and explain the value of cruising
- Know how hotels are rated and priced and the differences between a hotel and a resort
- Know the basic formats used by the airlines to book flights, price tickets, and build the passenger name record (PNR)
- Know how to book, change, or cancel records in the GDS system

Certificate Completion

Upon completion of this program, you will be prepared to sit for the TAP (Travel Agent Proficiency) test, offered by the Travel Institute (formerly ICTA), and the exam registration fee will be covered.

Prepares you for:

- Travel Agent-Sales
 - Travel Consultant
 - Travel Coordinator
 - Travel Agent Proficient (TAP) exam*
- *TAP exam fee covered through this program

Delivery Format

- The entire program is offered online
- Instructor-facilitated online courses
- Start anytime during the quarter
- Learn from the convenience of your home and at your pace



Contact us at (909) 537-5975, pace@csusb.edu or visit us at pace.csusb.edu

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