

Internship Report
On
Air Ticketing & Reservation Process of
KB Travels

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Travels

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LETTER OF TRANSMITTAL

Mr. Siddiqur Rahman
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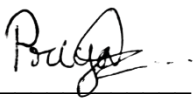
Subject: Submission of Internship Report - Air Ticketing and Reservation Process of KB Travels

Dear Sir,

I am turning in my internship report, "Air Ticketing and Reservation process of KB Travels," in order to fulfill the requirements for my bachelor's degree. During my internship, which ran from July 10th to January 9th. I was able to actively participate in the company's operations by handling clients, booking airline tickets, and managing reservations.

This report details the knowledge and abilities I acquired, with a particular emphasis on honing my proficiency in reservation procedures, air ticketing systems, and customer service. I believe the findings and recommendations are useful for both academics and the travel industry.

Thank you for offering this invaluable opportunity. I have enclosed my report, which I hope meets the program's expectations and requirements to your satisfaction.



Sincerely,
Sumiya Akter Priya
ID: 201-43-457
Program: Bachelor of Tourism and Hospitality Management
Daffodil International University

CERTIFICATE OF APPROVAL

The following is to confirm that Sumiya Akter Priya, an intern with ID number 201-43-457, has finished her internship at KB Travels as a Trainee in the Reservation and Air Ticketing Department. Under my supervision, she successfully completed her internship report. She followed professionalism by being on time, consistent, and committed during her working period as an intern. Having gone through her report, as the Course Coordinator of the Tourism and Hospitality Management (BTHM) program, in my view, it provides good quality and in-depth research.

I wish her a healthy, happy, prosperous, and successful new future hence my best wishes to her.

I extend my best wishes to him for a future filled with success and prosperity.



Mr. Siddiqur Rahman

Assistant Professor & Head

Department of Tourism and Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

EXECUTIVE SUMMARY

This document aims at analyzing fully the Air Ticketing and Reservation of KB Travels with reference made to the applicability of Galileo software in ticketing.

This section also covers more about the interaction with the clients concerning flight bookings and management of reservations, customer relations, and satisfaction among other aspects of the travel exercises.

KB Travels operates with the ultimate goal of increasing sales of air tickets utilizing the Galileo software in an efficient manner so as to improve on the existing booking systems, fares and customer demands.

This includes objectives such as; enhancing ticketing procedures, providing the most competitive fare rates to clients, guaranteeing sound booking procedures and providing optimal consumer services.

The following chapters narrate ticketing and reservations on the practical use of the Galileo software.

First, there is research to establish the most suitable flights for the clients and their prices. As objectives for it, it can employ: setting specific goals like accurate reservations, perfect ticket booking, etc., or it can work towards offering the least expensive travel offers.

This paper presents an understanding of the strategy development phase in particular, partly focusing on the fare checking and booking management of the Galileo software, as well as reservation tracking.

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CHAPTER- 01, INTRODUCTION

1.1 Introduction: KB Travels is a well-established travel agency located at NI Tower, Banani, Dhaka. The services offered by the company consist of Air ticketing, visa arranging, and reservations. KB Travels has always aimed to meet and exceed the customer service standards hence has been established as a reliable and professionally operated travel company.

As a member of KB Travels, my role involves making reservations, issuing air tickets, and interacting with clients. To facilitate air ticket bookings, our team at KB Travels utilizes the advanced Galileo software. Many communications are held with airline companies bearing standard airline codes thus enabling easy sharing of resources and the required services.

The current research being conducted at KB Travels specifically targets the air ticketing and reservation section to examine service quality attributes, service delivery, and customer satisfaction. This study aims to focus on the existing ticket booking and reservation systems and upon analyzing various possible obstacles and other operations which occur at the agency.

1.2 Background: KB Travels is a prominent travel agency located in the business hub of NI Tower, Banani, Dhaka, which is advantageous for its business location as it targets a variety of client streams. It is a one-stop professional travel agency with quality services such as ticketing, flight booking, and visa assistance among other related services. In the modern dynamically developing travel industry. The company focuses on a high level of services, using computerized systems such as Galileo for ticket selling and providing competent communication with airlines.

Being situated in strategic positions that are easily accessible by both business and leisure travelers, KB Travels is well-positioned to provide travelers with all their travel needs fully satisfied. Like any other travel industry, the travel industry is dynamic, and therefore, KB Travels can ensure efficient reservations for better customer satisfaction and achievement of business goals.

1.3 Scope of the Study: During my internship, I engaged myself in the Reservations Department in regards to processing multi-type bookings, customer's queries and demands, and operating with the reserve systems. Duties like handling of flight and hotel bookings, helping with itinerary planning as well as updating records of bookings were revolving activities that formed the goals of my role towards enhancing the reservation experience in the organizational clients for KB Travels. And hotel bookings, assisting with itinerary planning, and updating booking records were integral parts of my role aimed at optimizing the reservation experience for KB Travels' clients.

1.4 Objectives of the study:

- a. To analyze the reservation and booking process at KB Travels.
- b. To identify problems related to the reservation and ticketing processes at KB Travels.
- c. To provide recommendations based on problems of reservation process.

1.5 Methodology: This study adopts qualitative research and descriptive, keeping with the travel and tourism competitive context. As part of the research methodologies, the study entails a combination of observation and participation in the reservation and ticketing activities in KB Travels' reservation department. This study's secondary data were obtained from various industrial sources, travel agency websites, and reservation systems. Involves observing and actively participating in the reservation and ticketing processes, leveraging hands-on experience within KB Travels' reservation department. Secondary data for this study were gathered from industry sources, travel agency websites, Travel port and relevant reservation systems.

1.6 Limitations of the Study: This study was more focused on information and activities that I have come across during my internship, majorly in the reservation and air ticketing department of KB Travels.

CHAPTER- 02, COMPANY PROFILE

Company Profile

2.1 Introduction: KB Travels - Your Trusted Partner in the Travel Industry

KB Travels made its beginning in 2018. KB Travels is a renowned travel agency known for its high-quality service and commitment to customer satisfaction. KB Travels already received IATA accreditation and also member of ATAB, And authorized by Civil Aviation Authority of Bangladesh (CAAB)

This travel agency is located in Banani, Block E, Dhaka, providing reliable reservation services to meet a variety of travel needs. Through the provision of services such as airline tickets and accommodation, hotel bookings, tour packages, and customized travel solutions, KB Travels has emerged as an ideal travel agency for the corporate and the businessman on a private corridor. The group of employees at KB Travels is knowledgeable and specialized in delivering quality service to customers with the intention of ensuring the travel plans work to customer satisfaction in a professional manner.

Catering its clients, KB Travels relies on its extensive knowledge of the travel market along with the wide use of modern technologies in reservations. The technical abilities of our team involve the ability to cover tickets, and check fares, among other responsibilities making the journey plans convenient and easy for clients.

As this business expands, it needs to retain the standards and loyalty, which define the overall company's image of KB Travels. Ovation systems to deliver quick, reliable service. Our team's skills in ticket booking, fare checking, and managing travel plans ensure clients have a simple and enjoyable booking experience.

At KB Travels, we value cultural understanding, which is reflected in our customer service and our commitment to providing meaningful travel experiences. As KB Travels grows, we aim to maintain the high-quality service and trust that have become our brand's foundation.

Here are some KB Travels Airline Partners,



KB TRAVELS

Our Airline Partners



Accredited
Agent



For Query:
+8801894 96 96 41-45
www.kbtravels.com.bd

2.2 Mission Statement: “To enhance the lives of people through borderless Travel solutions.”

Our mission involves ensuring that our reservation services deliver quality to meet specific customer needs. KB Travels strives to be the travel friend and booking service that clients can turn to, and has a helpful and cheerful team waiting to help with all travel arrangements. It is easy and enjoyable. We are committed to providing high-quality reservation services that meet each client's needs. KB Travels aims to be the travel partner clients can rely on, with a friendly and proactive team ready to handle all travel bookings.

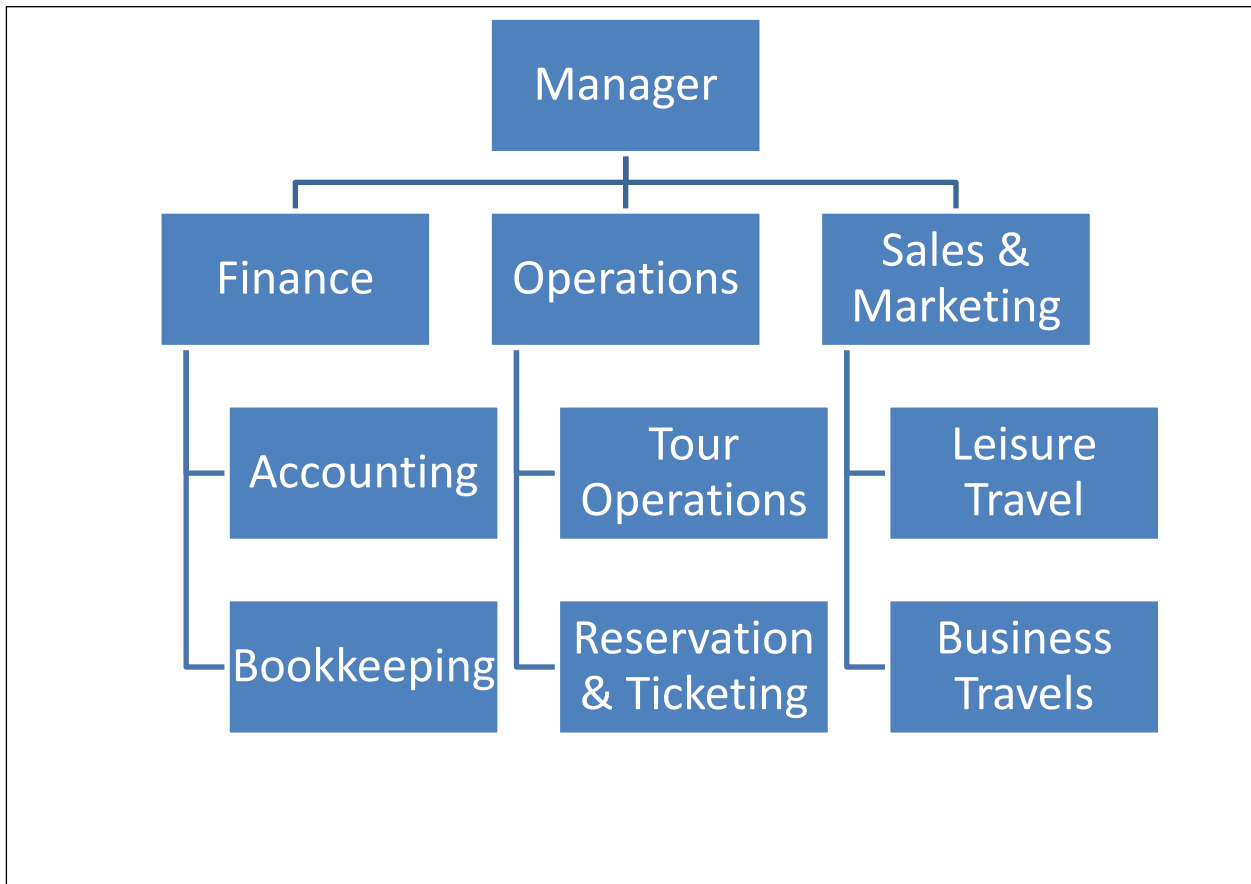
2.3 Vision Statement: “To be the Leading Travel Service Provider in the Region.

KB Travels should aim to provide the best travel services and thus be the clients' number one choice. We aim at sustainable service that sustainably meets what society's needs and wants in their capable budget. With reliability, a customer-first focus, and strong knowledge depending on the travel industry, KB Travels is committed to setting new standards in travel services and client satisfaction.

2.4 Company Overview: KB Travels is one of the most established travel agency firms dealing in air tickets, accommodation and other travel related services. Started with the mission to deliver the best services, the company deals with flight bookings, hotel bookings, visa assistance, and package tours packages. The company prioritizes customer satisfaction by delivering reliable, efficient, and personalized travel services. They receive IATA certificate and also the company has personal airlines capping (CAAB)

2.5 Organizational Structure:

Here Organizational chart representing the structure of KB Travels,



CHAPTER- 03, ANALYSIS

Analysis

3.1 Air Ticketing and Booking

Air ticketing and booking is a major niche in the travel and tourism industry which is responsible for enabling travelers and individuals to buy and make airline tickets easily. Airlines, travel agencies and customers can run smooth operations efficiently and control these processes, and it is the reservation systems that are essential. These processes need to be managed using reservation systems which helps airline, travel agencies, and customers smoothly perform their respective processes. Here mostly used the GDS system which is galileo.

Key Components of Air Ticketing and Booking:

3.1.1 Airline Reservation Systems (ARS):

- a) These are Important platforms which are used by airlines and travel agencies to manage bookings, ticket issuance, cancellations, and schedule changes.
- b) Usable systems include Amadeus, Galileo, Sabre, and Worldspan.
- c) Usually we use the galileo system. Which is the Global Distribution System(GDS)

3.1.2. Passenger Name Record (PNR):

During the booking process a PNR is a unique identifier that includes all the passenger's travel details like name, flight schedule, seat preferences and special requests.

3.1.3. Fare Rules and Pricing:

Fare calculation involves understanding airline fare structures, promotions, and dynamic pricing models.

Travel agents ensure the correct fare is applied based on travel dates, class, and route.

3.1.4. Booking Process:

Step 1: Search the flight options based on the passenger's preferences (departure, destination, date, and time).

Step 2: Compare available fares and select a suitable option.

Step 3: Enter passenger details to make the PNR.

Step 4: Confirm booking and issue an e-ticket.

3.1.5. Ticket Issuance:

Once payment is completed then an electronic ticket (e-ticket) is generated, which acts as a proof of purchase and contains the itinerary.

3.1.6. Payment Methods:

Payment can be made using credit/debit cards, bank transfers, or through the third-party payment gateways.

3.1.7. Role of Travel Agencies in Air Ticketing:

Travel agencies provide an intermediary between the customer and airlines, making the booking process easier. Using reservation systems, they offer:

Customized Services: Route planning assistance, fare comparison, special request.

Fare Optimization: Offering discounts and promotional fares to get the most cost effective travel.

Customer Support: And then managing cancellations, Rebookings, and refunds all efficiently.

3.2 Air Ticket Booking Process:

3.2.1. Fare Shopping Entry

The first step is creating a reservation involves fare basis code for a one-way ticket, Round trip, Multiple city Ticket

Example:

FSDAC05MARJED

FS: Fare Shopping

DAC: Departure location (Dhaka)

05MAR: Travel date

JED: Arrival location (Jeddah)

Here is one way ticket formula.

3.2.2. Name Field

Passenger details, including the name and additional fields, are added here,

Example:

>N.PRIYA/SUMIYA ISLAM MS

>P.T*KB TRAVELS 01600964578 REF PRIYA *

>T.T*

>R.PRIYA *

>ER

>IR

Here N.LAST NAME/FIRST NAME MS (For Unmarried Female)

P.T*: Phone field with contact information.

T.T*: Ticket field.

R.PRIYA*: Receive field for acknowledgment.

ER/IR: End and save the reservation entry.

3.2.3. Service Information

Here Document details and passenger identity are entered using Service Information (SI)

Example:

```
>SI.P1/SSRDOCSBSHK1/P/BGD/A123456/BGD/3JUL01/F/3JUL30/PRIYA/SUM  
IYAISLAM MS  
>R.PRIYA  
>ER  
>IR
```

SI.P1/SSRDOCS(Airline)HK1: Service Information Number for passenger 1.

P/BGD/A123456: Passport details (country and number).

3JUL01/F/3JUL30: Date of birth, gender, and passport expiry date.

PRIYA/SUMIYAISLAM MS: Passenger's full name.

OTHERWISE For multiple passengers, P1 with P2, P3, etc

3.2.4. Passenger Contact

Contact information for the passenger is included as:

Example

```
>SI.BS*CTCM 01600964578  
>SI.BS*CTCE RESERVATION.KBTRAVELS//GMAIL.COM  
>R.PRIYA  
>ER  
>IR
```

SI.(Airline)*CTCM: Mobile number.

SI.(Airline)*CTCE: Email address.

3.2.5. Fare Loading: The fare information is loaded to find the lowest economy class fare:

Example:

>FQBB/C(Airlines)/ET

>FQBB/CBS/ET

HERE/BS /Airline code for US-Bangla Airlines.

3.2.6. Sharing PNR: The final step is sharing the Passenger Name Record (PNR) with the client to confirm the ticket and ensure clear communication.

3.3 Reservation Process: The process of organizing, directing, and allocating travel-related goods and services is known as reservations. Air tickets are our product in the tourism sector.

The travel industry's reservation process usually consists of a few essential steps and is closely related to air ticketing systems, which are essential for making travel arrangements.

A booking consists of the passenger's name, flight schedule, fare, and payment details. All of this is a reservation process. The reservation system will issue a ticket as soon as the payment has been received.

Here's a detailed breakdown of the typical **reservation process** in a travel industry:

3.3.1. Customer Inquiry:

a. Initial Contact: The customer may call the travel company's reservation department, write an email, book through the company's website, or visit directly to inquire about some travel-related services, such as flights, accommodation, and package services.

b. Requirements Gathering: The travel agent then enquires from the customer about the date of travel and place, desirable and non-desirable features such as expensive or cheap, special requirements such as diets or mobility impairment.

3.3.2. Research and Options:

a. Searching for Options: Booking is done online, where the agent looks for flight schedules, available accommodations, rental cars, etc. through remote terminals and GDS such as Amadeus, Sabre Galileo, etc.

b. Providing Recommendations: Depending on the customer's decision and the available budget, the agent offers a range of possibilities like flight data, availability of accommodation, different tour offers, prices, extra services (travel insurance, a guide, etc.)

3.3.3. Quotation

a. Providing Pricing: The agent provides the customer with a price for the whole trip, accommodation, meals, and any services included in the tour, or individually with taxes where necessary.

b. Package Customization: The customer might need extra services, or changes in service times, type of service, or add-ons like excursion or sightseeing services and the agent comes up with a new price.

3.3.4. Booking Confirmation

a. Customer Decision: After the customer has chosen the options, the reservation agent goes on to make the booking. Customers and what they wish to have within their budget as well as the desired satisfaction this may include finding them flight tickets, hotel bookings and other services as may be desired.

b. Payment: After the customer has chosen the options, the agent goes on to make the booking. Customers and what they wish to have within their budget as well as the desired satisfaction this may include finding them flight tickets, hotel bookings and other services as may be desired.

c. Booking Entries: Therefore, the agent enters the customer details into the booking system (either manually or with the help of other instruments) to initiate a formal booking.

3.3.5. Booking Confirmation and Documentation:

1. Issuing Tickets and Vouchers: A Reservation agency receives the confirmation of the dates it offers for the trip. it provides the following:

1.Flight Tickets – can be Machine tickets of Passenger coupon type either in paper or electronic coupons.

2. Tour Passes or Tickets

3. Travel Insurance Policy Documents, (if any)

These documents are in electronic format and are, therefore, usually emailed to the customer, although they can also be posted.

3.3.6. Final Details and Adjustments:

a. Follow-Up: The travel agency ensures that they contact the customer to ensure they confirm the details with them including dates, times and services to be offered and even clarify any issue that might arise at the last minute.

b. Additional Services: The customer may be subjected to extra offers to which he/she can agree to buy range from and to, excursions and additional luggage or better-seated space in a flight.

3.3.7. Pre-Departure Support

a. Travel Reminders: Due to reminding the customers of check-in time and other necessary documents like passports, and visas during the course of travel, the travel agency issues final reminders and updates to the schedules, changes in flight schedule, etc just a week before the departure.

b. Support for Special Requests: As for the specific requests – the travel agent helps with such things as transportation (airport transfers, special kinds of accommodation), and food (during the flights).

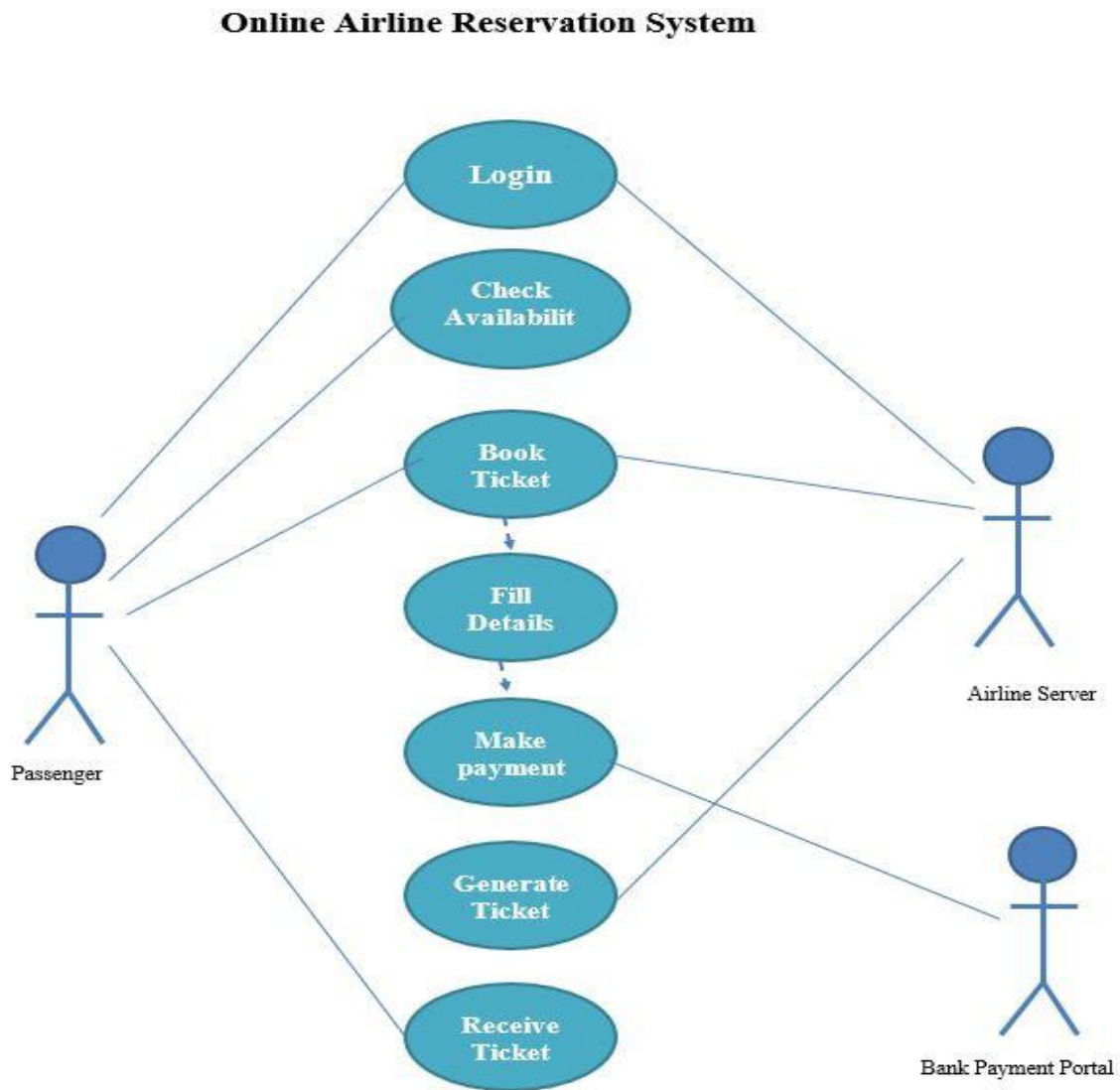
3.3.8. Post-Travel Services:

a. Feedback and Reviews: It is habitual for the travel agency to ask the customer some questions about their experience after using their services.

The process of making a reservation for a tour is very convenient for the clients because there are no gaps in the process of choosing the tour, and the agency is an intermediary that makes the customers get the best services and offers at a reasonable price.

3.3.9 Airline Reservation system structure:

Here this chart representing the structure of Airlines Reservation process,
Online Airline Reservation System



CHAPTER- 04, MAJOR FINDINGS

4.1 Major Findings

During my internship at KB Travels, I have faced a few major challenges in Reservation and booking process as well as issues that need Quick decision-making as well as quick solving in order to serve the customers. These challenges are summarized as follows:

- 1. Customer-Centric Approach:** The first step is to evaluate the customer's needs and expectations, expectations, and needs, and financial constraints. This guarantees that every client receives communal service hence satisfying individual needs.
- 2. Use of Technology:** Amadeus, Sabre, and Galileo are the Global Distribution Systems that are used for flight, hotel, and car rentals live availability. This cuts costs and gives the right information to the customers.
- 3. Customization and Flexibility:** Travel agents present reasonable terms and conditions in which a package can be altered in some conditions, like changing the date, upgrading the class, and adding other facilities. This forms a platform that is well-suited to satisfying the customer.
- 4. Clear Communication of Pricing:** Visible service price, and all other charges involved, assist the customer in making an informed decision. By this, it means that changes made concerning the customers' preferences cause the quotations to be changed as well.
- 5. Booking Confirmation and Documentation:** Cognition: Subsequent to the customer's decision-making process, payment is made and tickets, vouchers, insurance, etc. are tendered. This puts security and a clean get-back on the guarantee.

6. **Follow-up and Customer Support:** Travel agencies call clients to clarify some details; inform about other services and possible offers for an additional fee or just to discuss the recent changes in terms, with the purpose of making travel organized and problem free.
7. **Pre-Departure Assistance:** Alerts for time check-ins, paperwork, and any schedule change make customers ready for the travel.
8. **Post-Travel Engagement:** Below the journey, agencies get comments and tend to encourage long-term patronage and healthy customer relations through incentives like loyalty cards or special offers on trips next year.

4.2 Recommendation:

1. **Enhance Online Self-Service Options:** Let clients make new bookings or customization/upgrade the services by an online interface or smart application. Of course, this can simplify the process and provide even more opportunities to customers without their direct interaction with the agent.
2. **Integrate Chatbots for Instant Support:** Introduce Robotics Process Automation and AI in the form of chatbots whose responses will help customers where and when they need it most: during the reservation stage. This can reduce the wait time of customer reduction and cause satisfaction among the customers to increase.
3. **Focus on Transparent and Real-Time Pricing Updates:** Link live feed of prices within the booking engine in order to prevent cases where the quoted price is different from the actual price especially when using dynamic pricing strategies by the airline firm or by hotel chains.
4. **Improve Communication with Proactive Alerts:** Innovate means informing customers instantly in case of changes to the itinerary like Flight delays, gate changes, or due to weather disruptions. This makes the visit easy for the customer and reduces stressful moments when traveling.
5. **Offer More Post-Travel Engagement:** Improve customer relations after travel through provision of offers that conform to the original journey discount or offer a comeback. Besides, seeking approval of the travel process and the specific experience in order to enhance the given service.

6. **Streamline Documentation Distribution:** Despite the use of electronic tickets, customers like having the option to have the documents (such as tickets) downloaded at an immediate means, for instance, through email or an app is more convenient for guests who book a place at the last minute.
7. **Expand Virtual Assistance for Special Requests:** Depending on the peculiarities of customers (for instance, restrictions in a diet, accessibility issues), offering them an opportunity to use online help while completing the procedure will make the process more enjoyable and meet their requests regarding the services to be provided.
8. **Introduce Flexible Payment Solutions:** They should clear the way for more overt forms of payment such as biweekly payment arrangements, or other methods of payment like mobile wallet, delayed payment, or basically any forms of the 'pay-as-you-book' option that would make the booking easy for every individual customer.
9. **Invest in Data Analytics for Customer Insights:** From the customer's data collected, one is able to see some kind of trends in preference for package and service, thus being in a position to introduce new packages to the customers or recommend certain packages to a certain class of customers and this increases sales and most importantly customer loyalty.

These recommendations are formulated to increase the efficiency of the reservation process, increase clients' satisfaction, and attract repeat consumers to the hotels.

CHAPTER- 05, CONCLUSIONS

Conclusion:

During my Internship at KB Travels I gained valuable experience about Air Ticketing and Reservation process. I learned how to handle a client and how to book air tickets and provide client best service with Clear communication and problem solving.

The two main air tickets and reservations challenges were a result of dynamic airline operations and client preferences.

Being a reservation executive, my only objective was to discover these sophisticated problems with the help of my capacity, provide seamless service, to the satisfaction of client and making sure of success during emergencies in internship period.

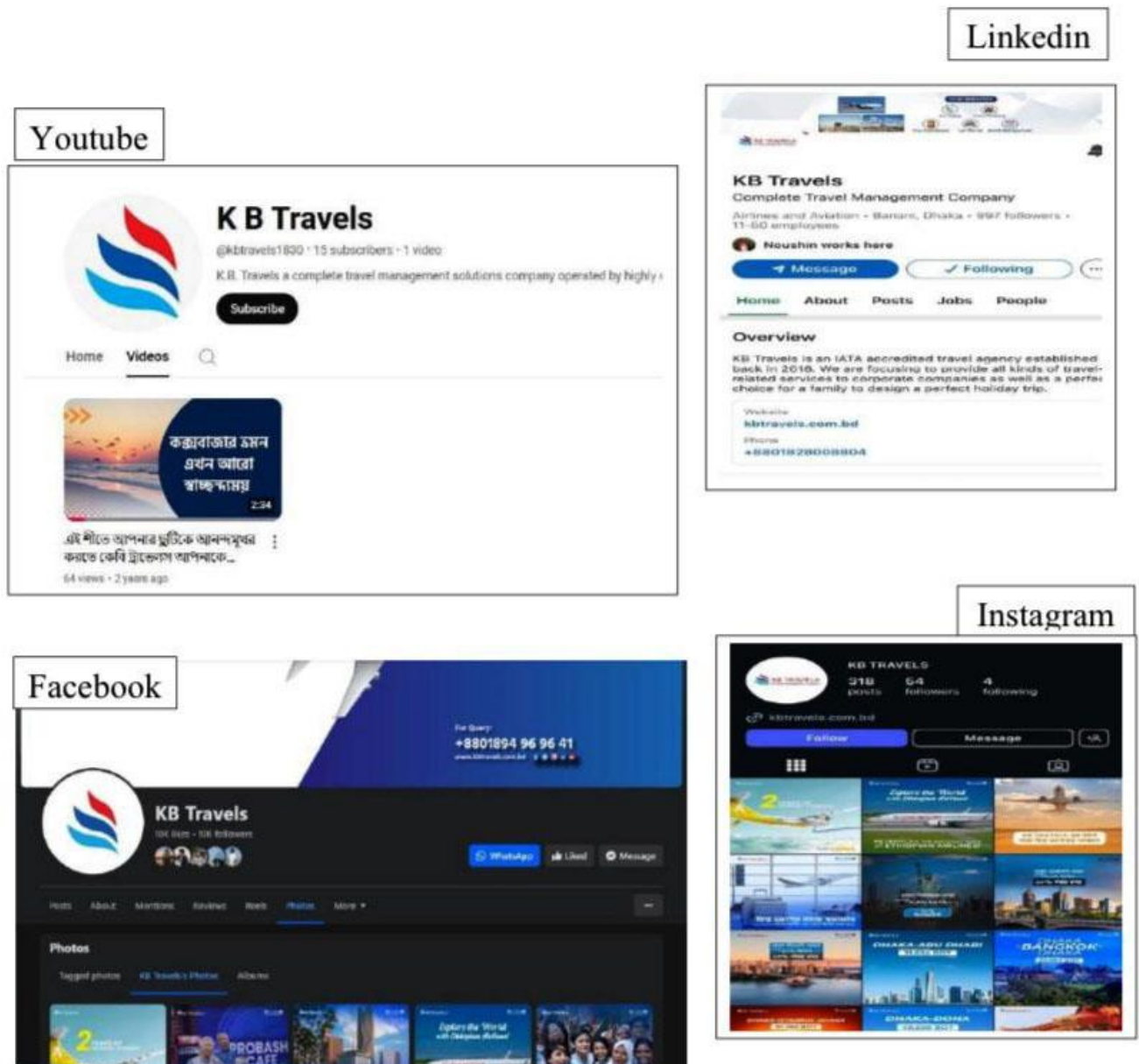
Over all this internship period help me to build my essential skills like Time management, Customer service, Teamwork which will be helpful for my future.

CHAPTER- 06, APPENDICES

The author of the internship report incorporated extra information in the appendices part of the report.

The findings in the report. These materials are presented in the form of an Image to promote the clarity of the information transmitted. The following are

6.1 Social Media Visualizations:



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