

Internship Report
On
Air Ticketing & Reservation Process of
Finger Flights



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On
Air Ticketing & Reservation Process of Tiger Flights

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Daffodil International University

Submission Date:



Letter of Transmittal

Mr. Siddiqur Rahman
Assistant Professor & Head
Department of Tourism and Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Submission of Internship Report - Air Ticketing and Reservation Process of Finger Flights

Dear Sir,

I am turning in my internship report, "Air Ticketing and Reservation process of Finger Flights" in order to fulfill the requirements for my bachelor's degree. During my internship, which ran from September 19th 2024 to March 20, 2025. 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,

Some Akter Bhuiyan

ID: 211-43-152

Program: Bachelor of Tourism and Hospitality Management
Daffodil International University



Certificate of Approval

The following is to confirm that **Some Akter Bhuiyan**, an intern with ID: 211-43-152, has finished her internship at Finger Flights 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 report presents an in-depth examination of the operational processes at Air Ticketing and Reservation of Finger Flights undertaken as part of a six-month mandatory internship for the Bachelor of Tourism and Hospitality Management program at Daffodil International University. Designed to integrate theoretical knowledge with practical experience, the internship aimed to provide hands-on exposure to the core functions of the travel industry, particularly in the areas of tour package development and air ticketing process.

This report explores the air ticketing and reservation process of **Finger Flights**, highlighting its operational structure, technological integration, customer service approach, and system effectiveness. As a modern airline service provider, Finger Flights has implemented a Computerized Reservation System (CRS) integrated with Global Distribution Systems (GDS), enabling real-time access to flight schedules, seat availability, and fare updates for both customers and partner travel agents.

The reservation process follows a streamlined sequence: from customer inquiry, flight selection, fare confirmation, and personal data input, to ticket issuance and post-booking services. The system supports multiple payment methods and generates electronic tickets (E-tickets), ensuring fast and reliable service delivery. Additionally, Finger Flights provides 24/7 customer support and digital solutions such as a mobile app and chatbot, enhancing customer convenience.

Key findings indicate that the company maintains a structured and efficient system but faces challenges such as fare volatility, occasional system downtimes, and the risk of fraudulent transactions. However, these are largely mitigated through dynamic pricing, secure payment gateways, and cloud-based infrastructure.

The report recommends further improvements including enhanced app functionality, implementation of a loyalty program, greater use of data analytics, expanded self-service options, and stronger cybersecurity protocols. These strategies aim to increase customer satisfaction, boost operational resilience, and position Finger Flights competitively in a fast-evolving travel industry.



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CHAPTER-01:INTRODUCTION



Introduction

Finger Flights is a well-established travel agency located at House-14, Road-13, Sector-3, Uttara, Dhaka-1230. The services offered by the company consist of Air ticketing, visa arranging, and reservations. Finger Flightshas always aimed to meet and exceed the customer service standards hence has been established as a reliable and professionally operated travel company.

Making reservations, distributing airline tickets, and communicating with customers are all part of my job as a Finger Flights employee. Our staff at Finger Flights uses the cutting-edge Galileo software to make booking airline tickets easier. Standard airline codes are used in many communications with airline firms, making it simple to share resources and necessary services.

In order to investigate client satisfaction, service quality aspects, and service delivery, Finger Flights is now doing research that focuses on the flight tickets and reservation sector. The current ticket purchasing and reservation systems will be the main focus of this study, along with an analysis of potential roadblocks and other agency operations.

Background

Finger Flights is a well-known travel agency that targets a range of clientele and is situated in the commercial district of House-14, Road-13, Sector-3, Uttara, Dhaka-1230. This location is helpful for the company. It is a one-stop, expert travel agency that offers high-quality services including booking flights, tickets, and visa help, among other associated services. in the contemporary, rapidly evolving travel sector. High-quality services are the company's main focus, and it employs computerized systems like Galileo to sell tickets and communicate with airlines.

Finger Flights is ideally positioned to meet all of the demands of travelers by being in convenient locations that are easily accessible to both business and leisure tourists. Finger Flights can guarantee effective reservations for increased customer happiness and the accomplishment of corporate objectives since, like any other travel industry, it is dynamic.



Scope of the Study

I worked in the reservations department throughout my internship, handling various booking types, answering client questions and requests, and using the reservation systems. Tasks including managing hotel and flight reservations, assisting with itinerary planning, and updating booking records were recurring tasks that shaped my role's objectives to improve the reservation experience for Finger Flights' organizational clients. In order to maximize the reservation experience for Finger Flights' customers, I also had to help with trip planning, book hotels, and update booking records.

Objectives of the Study

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

Methodology

This research is qualitative in nature. Its primary goal is to examine Finger Flights' air ticketing and reservation procedures, with a focus on tour package development and air ticket sales. A qualitative technique is well suited for this study since it seeks to provide a detailed depiction of the agency's procedures and practices as well as any difficulties encountered through involvement and observation throughout the six-month internship.

The following secondary sources provided data for this study:

- Finger Flights' standard operating procedure (SOP) files.
- Leaflets, price lists, and travel schedules are examples of internal documents and resources.
- Books, reports, and websites that are pertinent.

Limitations of the Study

Notwithstanding efforts to guarantee a thorough investigation, the study had a number of shortcomings:

Limited Information Access:

This hindered a thorough examination of the agency's activities even if certain internal data and strategic choices were off limits due to confidentiality regulations.

**Brief Internship:**

A six-month internship is unlikely to adequately capture the activities of the travel business in terms of long-term patterns or seasonal variations.

Time Restrictions:

Due to the numerous responsibilities completed during the internship, there was not enough time to thoroughly examine every facet of the trip package development and airline ticket sales process.

CHAPTER-02:COMPANY PROFILE





Company Profile

Introduction

Finger Flights is a new generation travel agency, created by talented professionals. It is the brainchild of their industrial knowledge and experience gathered over the long careers of these specialists.

Finger Flights-Your Trusted Partner in the Travel Industry

Finger Flights made its beginning in 2021. Finger Flights is a renowned travel agency known for its high-quality service and commitment to customer satisfaction. Finger Flights already received IATA accreditation and also member of ATAB, And authorized by Civil Aviation Authority of Bangladesh (CAAB)

Located in Uttara, Dhaka-1230, our travel agency offers dependable reservation services to accommodate a range of travel requirements. Finger Flights has become the perfect travel agency for corporate and businessman travelers on a private corridor by offering services like airplane tickets and lodging, hotel reservations, tour packages, and personalized travel solutions. The staff at Finger Flights is skilled and focused on providing clients with high-quality service in order to guarantee that the travel arrangements are completed to the satisfaction of the client in a polished way.

Finger Flights focuses on its broad understanding of the travel industry and the widespread usage of contemporary reservation technologies to serve its clientele. Our team's technical skills include covering tickets and checking fares, among other duties, to make travel planning simple and convenient for customers.

As this firm grows, it must maintain the loyalty and values that characterize Finger Flights as a whole. Ovation systems to provide dependable, prompt service. Our team's proficiency in handling travel arrangements, purchasing tickets, and checking fares guarantees that customers have a straightforward and pleasurable booking experience.

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

Here are Some Finger Flights Airline Partners





MissionStatement

“ToenhancethelivesofpeoplethroughborderlessTravelsolutions.”

Our mission involves ensuring that our reservation services deliver quality to meet specific customer needs. Finger Flightsstrives 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. sy and enjoyable. We are committed to providing high-quality reservation services that meet each client's needs. Finger Flightsaims to be the travel partner clients can rely on, with a friendly and proactive team ready to handle all travel bookings.

VisionStatement:

“TobetheLeadingTravel ServiceProvider intheRegion.

Finger Flightsshould 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, Finger Flightsis committed to setting new standards in travel services and client satisfaction.

CompanyOverview

Finger Flightsis 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, andpackagetours packages. Thecompanyprioritizes customersatisfaction bydeliveringreliable, efficient, and personalized travel services.



TravelAgencyRegistrationCertificate

ATAB এসোসিয়েশন অব ট্রাভেল এজেন্টস অব বাংলাদেশ
ASSOCIATION OF TRAVEL AGENTS OF BANGLADESH

Renewal Reg. No. 17138 Date of issue : 31 JUL 2022

Renewal Certificate

THIS CERTIFICATE IS PROUDLY PRESENTED TO

Finger Flights

M/S.....

of House 14, Road 13, Sector 03, Uttara, Dhaka 1230

is a member of Association of Travel Agents of Bangladesh (ATAB).

Their membership have been renewed for the year 2022 to 2024


Abdus Salam Aref
Secretary General, ATAB


Government of the People's Republic of Bangladesh
Ministry of Civil Aviation and Tourism



Travel Agency Registration Certificate



Registration Certificate No	0013569	Registration Certificate issue date:	16-Jun-2022
Date:	16-Jun-2022	Registration Certificate expiry date:	15-Jun-2025

As per provision of section-5, Sub-Section-(2)(A) of Bangladesh Travel Agency (Registration and Control) Act, 2013 (Act LXI of 2013) and Rule-4, Sub-Rule-(2) of Bangladesh Travel Agency (Registration and Control) Rules, 2014, Finger Flights Proprietor Tanjil Abedin located at House 14, Road 13, Sector 03, Uttara, Dhaka 1230 has been registered as Travel Agency for a period of 03 (Three) years from 16-Jun-2022 to 15-Jun-2025.


Tahmina Yeasmin
Registration Authority



OrganizationalStructure

HereOrganizationalchartrepresentingthestructureofFingerFlights

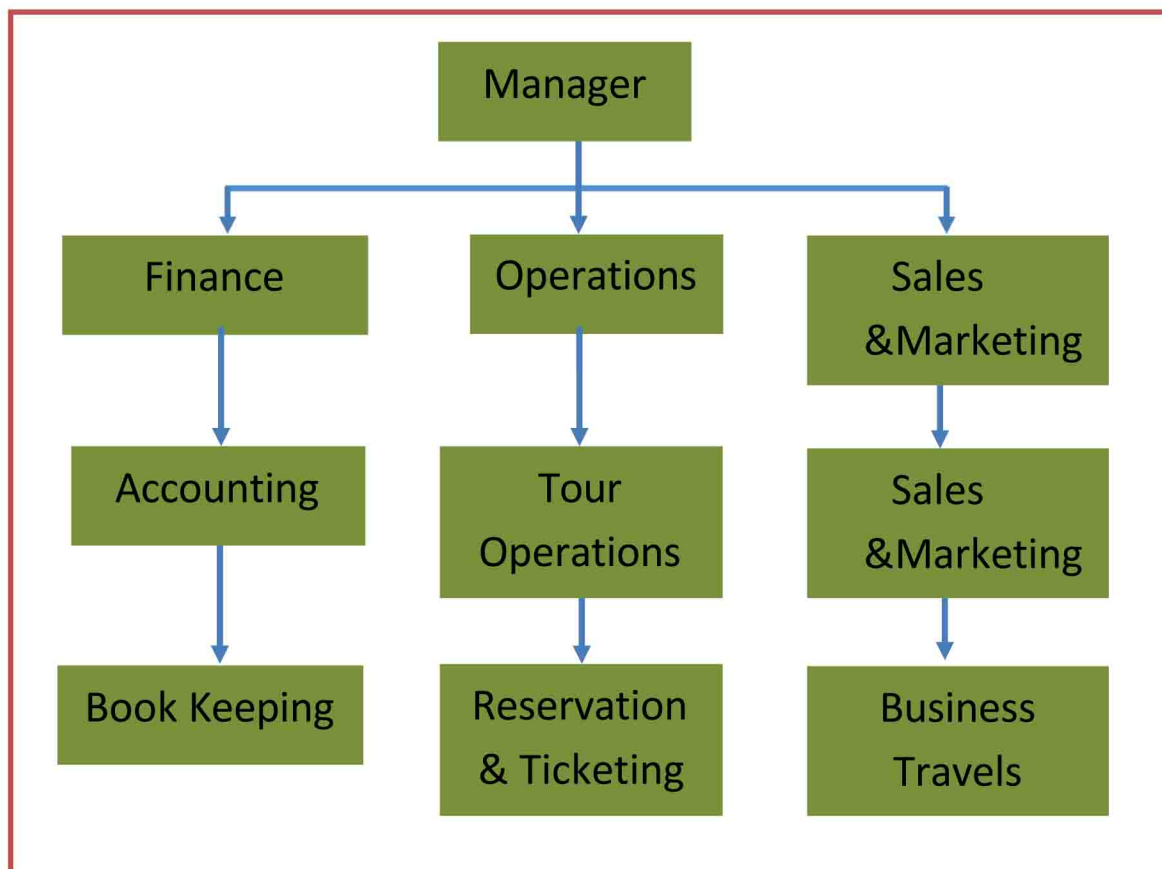


Figure2.1:OrganizationalStructure



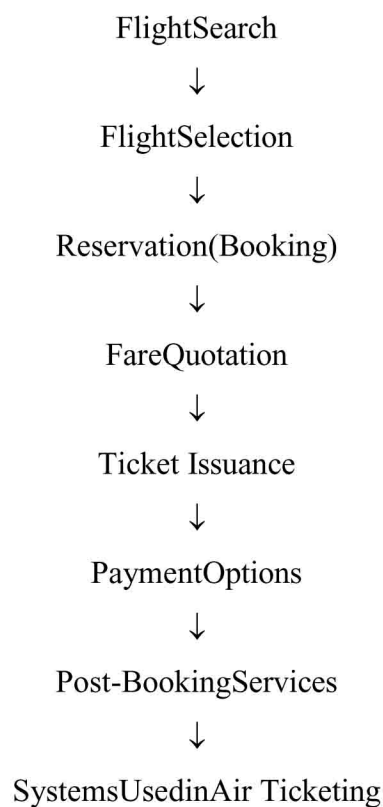
CHAPTER-03:ANALYSIS



Analysis

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

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).



PassengerNameRecord(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.

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.

3.2.4. 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.

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.

Payment Methods

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

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, Re-bookings, and refunds all efficiently.



AirTicketBookingProcess

FareShoppingEntry

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

Example:

FSDAC10MARJED

FS:Fare Shopping

DAC:Departurelocation(Dhaka)

05MAR: Travel date

JED: Arrival location (Jeddah)

Hereisonewayticketformula.

Name Field

Passengerdetails,includingthename andadditionalfields,areadded here,

Example:

>N.BHUIYAN/SOMEAKTERMS

>P.T*FINGERFLIGHTS01843910056REFSOME*

>SI.AIRCODE*CTCM018222REFPAXFINGERFLIGHTS

>T.T*

>R.S*

>ER

>IR

HereN.LASTNAME/FIRSTNAMEMS(ForUnmarriedFemale) P.T*:

Phone field with contact information.

T.T*:Ticketfield.

R.SOME*:Receivefieldforacknowledgment. ER/IR:

End and save the reservation entry.



ServiceInformation

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

>SI.P1/SSRDOCSBSHK1/P/BGD/A123456/BGD/3JUL01/F/3JUL30/BHUIYAN/SOME/

AKTER MS

>R.SOME

>ER

>IR

SI.P1/SSRDOCS(Airline)HK1:ServiceInformationNumberforpassenger1. P/BGD/A123456:

Passport details (country and number).

3JUL01/F/3JUL30:Dateofbirth,gender,andpassportexpirydate.

BHUIYAN/SOME AKTER MS: Passenger's full name.

OTHERWISEFormultiplepassengers,P1withP2,P3,etc.

PassengerContact

Contact information for the passenger is included as:

Example

>SI.BS*CTCM01600964550

>SI.BS*CTCERESERVATION.KBTRAVELS//GMAIL.COM

>R.SOME

>ER

>IR

SI.(Airline)*CTCM:Mobilenumber. SI.

(Airline)* CTCE: Email address.

**FareLoading:**

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.

Sharing PNR:

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

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.

Air ticketing systems are crucial for making travel reservations, and the reservation process in the travel sector typically consists of a few key components.

The passenger's name, flight time, fare, and payment information are all included in a booking. This is all a reservation procedure. Upon receipt of the payment, a ticket will be issued by the reservation system.

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

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.



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.)

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.

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.



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 ticket or 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.

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.

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).



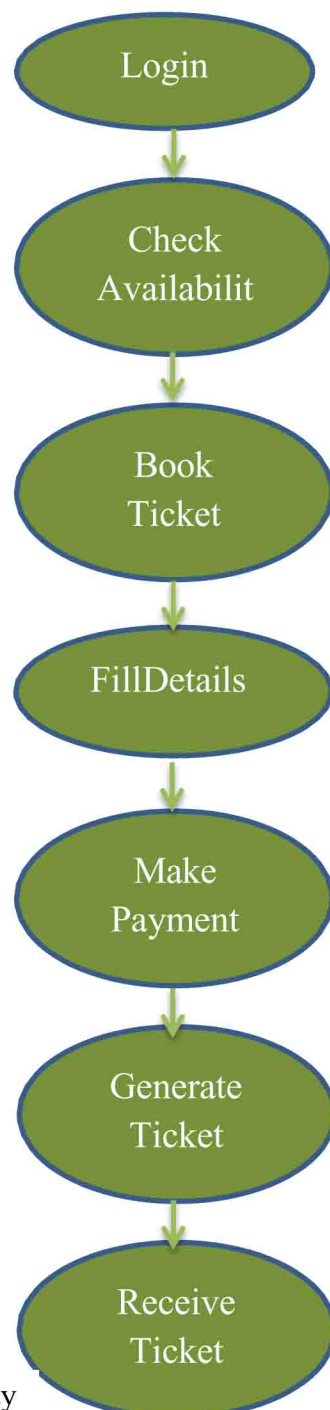
3.4.8. Post-Travel Services

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.

3.4.9 Airline Reservations system structure:

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





CHAPTER-04:MAJORFINDINGS



Major Findings

During my internship at Finger Flights, 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:

- **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.
- **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.
- **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.
- **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.
- **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.
- **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.
- **Pre-Departure Assistance:** Alerts for time check-ins, paperwork, and any schedule change make customers ready for the travel.
- **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.



Recommendation

- **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.
- **Integrate Chat bots for Instant Support:** Introduce Robotics Process Automation and AI in the form of chat bots 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.
- **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.
- **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.
- **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.
- **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.
- **Expand Virtual Assistance for Special Requests:** Depending on the peculiarities of customers (for instance, restrictions in 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.

- **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.
- **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



5.1 Conclusion

I learned a lot about the air ticketing and reservation procedure during my internship with Finger Flights. I gained knowledge on how to deal with customers, book airline tickets, and give the best possible customer care through problem-solving and clear communication. The two primary issues with reservations and airline tickets resulted from changing customer preferences and airline operations. As a reservation executive, my sole goal was to identify these complex issues with the assistance of my abilities, deliver flawless service to the client's delight, and ensure success amid emergencies throughout my internship. Overall, this job has helped me develop critical skills that will help me in the future, such as time management, customer service, and teamwork.



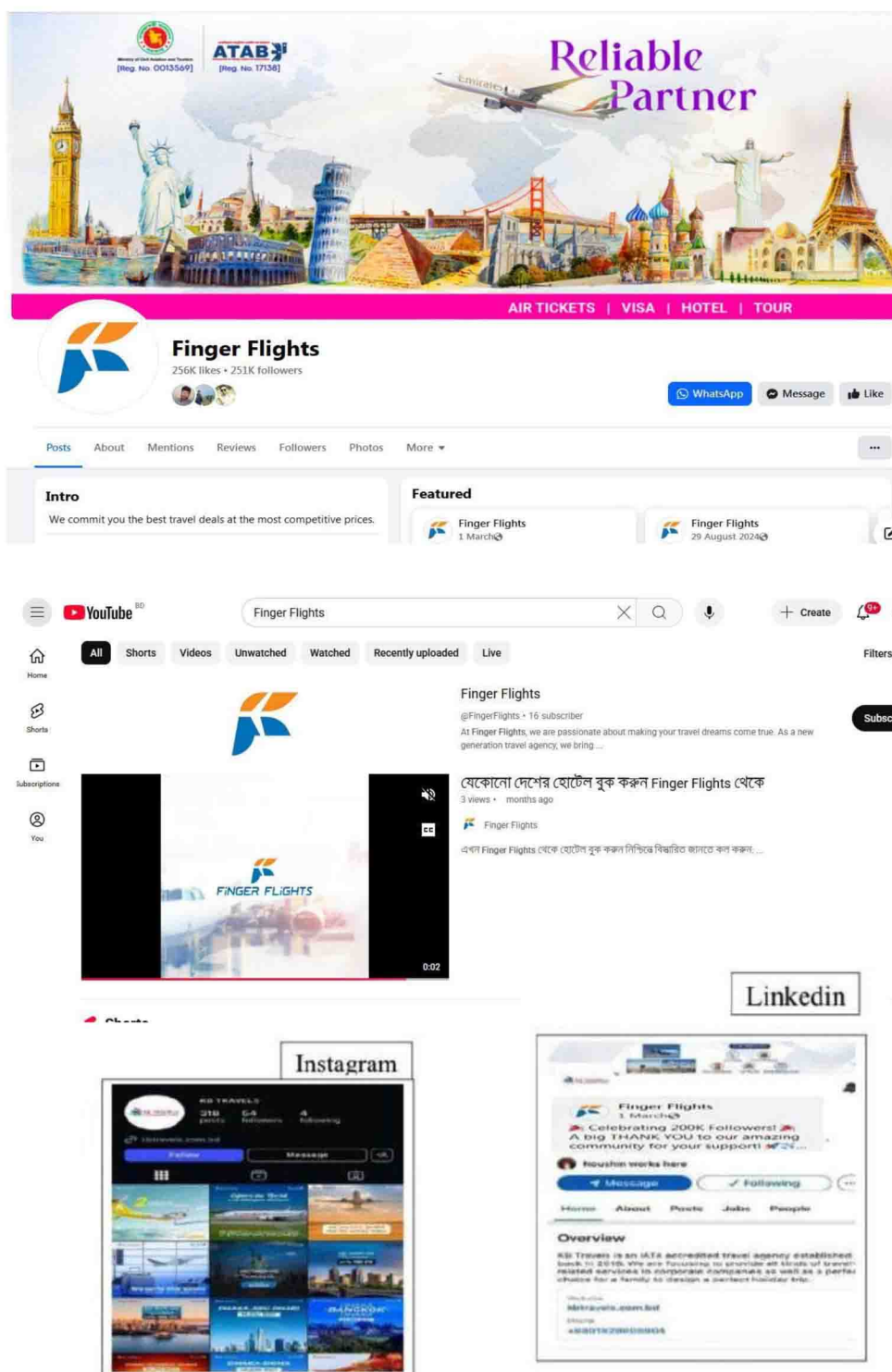
CHAPTER-06:APPENDICES



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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