



Daffodil
International
University

Internship Report

On

“Air Ticketing & Reservation System of Air trip International Ltd.”

Submitted to

Mst. Khadijatul Kobra

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Submitted by

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Bachelor of Tourism and Hospitality Management

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Date of Submission: 03.09.2022

Department of
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Letter of Transmittal

Mst. Khadijatul Kobra
Assistant Professor
Department of Tourism & Hospitality Management
Daffodil International University

Subject: Submission of Internship Report

Dear Madam,

With all due respect and regard I might want to express that I have finished my internship at Air Trip International Limited travel agency and here is the internship report on “Air Ticketing and Reservation System” of the association to satisfy my essential for consummation of the seminar on internship. This internship opportunity at Air Trip International Limited travel agency has presented me to the neighborliness division of our framework and has helped me learn and accumulate huge information about how the administration business works. Right now I have portrayed the Air Ticketing and Reservation System that I have completed by Air Trip International Limited Travel Agency. I would be extremely appreciative if there are any proposals or suggestions that will assist me with promoting and improving this report.

Much obliged to you for your sort and supportive participation in guiding me concerning how to set up this report.

Yours Sincerely,



Name: Md. Maidul Islam Tuhin

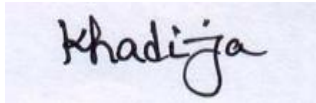
ID: 173-43-298

Bachelor of Tourism & Hospitality Management

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Certificate of Approval

This is to guarantee that the internship report on Daffodil International University for the honor of the degree from the Department of Tourism and Hospitality Management, Faculty of Business and Entrepreneurship, Daffodil International University is a record of research completed by Md. Maidul Islam Tuhin under my supervision. No piece of this internship report has been submitted for any degree, confirmation title or acknowledgment previously.



Mst. Khadijatul Kobra
Assistant Professor
Department of Tourism and Hospitality Management
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Daffodil International University

Declaration of the Student

I do thus pronounce that this internship report has been composed by me during the year 2022 under the supervision of Mst. Khadijatul Kobra, Assistant Professor of Tourism and Hospitality Management, Daffodil International University under the personnel of Business and Entrepreneurship in satisfaction of the prerequisites for the honor of the level of Bachelor of Tourism and Hospitality Management (BTHM). I am additionally proclaiming that I have not presented this internship report for any degree, confirmation, title or acknowledgment previously.

Maidul Islam

Name: Md. Maidul Islam Tuhin

ID: 173-43-298

Bachelor of Tourism & Hospitality Management

Daffodil International University

Acknowledgment

Above all else, I express gratitude toward Almighty ALLAH for giving me an internship opportunity at a presumed association and giving me enough persistence and will to work and gain from that point.

This internship opportunity has been one of the most educative and useful projects in my undergrad educational program and I am especially satisfied to have been directed by such splendid people.

I might want to thank and communicate my thankfulness towards Mst. Khadijatul Kobra, Assistant Professor of Bachelor of Tourism and Hospitality Management, Daffodil International University, for helping me all through these a half year of my internship. All the directions and rules exhibited to me have helped me all that could possibly be needed to finish this report.

I might want to offer profound thanks to the Chairman & Managing Director of Air Trip International Limited Md. Abul Khair, who permitted me to do an internship program in their eminent division and I additionally prefer to express gratitude toward General Manager Md. Nasir Uddin and Counter Manager Md. Barkat Ullah. I would also like to thank other employees in Air Trip International Ltd. for their true assistance and direction in completing important attempts to compose this report.

In conclusion, I might want to thank the various work force, both Daffodil International University and Air Trip International, for their patience and help given to me. It would have been extremely hard for me to set up this report without their collaboration.

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CHAPTER — 01

INTRODUCTION

1.1 Background

The Tourism and hospitality industry encompasses a wide range of fields within the service industry, including lodging, food and beverage service, event planning, tour planning and arranging, theme parks, travel and tourism. Hotels, travel agencies, tour operators, restaurants, and bars are all part of it.

The travel industry is one of the world's greatest service industries, and it is growing in importance in the modern era. It is focused on people's travel from one area to another, as well as the services they require along the way, and is strongly related to the hospitality and hotel industries, among others.

A travel agency is a private retailer or public service that offers travel and tourism-related services to the general public on behalf of lodging or travel suppliers, offering various types of travel packages for each destination. Outdoor recreation activities, airlines, car rentals, cruise lines, hotels, railways, travel insurance, package tours, insurance, guide books, VIP airport lounge access, arranging logistics for luggage and medical item delivery for travelers on request, public transportation timetables, car rentals, and bureau de change services are all available through travel agencies. Travel agencies can also act as general sales agents for airlines that do not have local offices. The primary function of a travel agency is to act as an agent, selling travel products and services on behalf of a supplier.

1.2 Objective of the Report

Broad Objective

This report has been prepared considering two targets which are primary and secondary.

- **Primary Objective**

The main goal of this report is to give adequate and relevant information on the systems and processes of the Air Ticketing and Reservation System division of the travel agency Air Trip International Limited.

- **Secondary Objective**

- To provide the overview of the travel agency Air Trip International Ltd.
- To discuss about the GDS, PNR and reservation systems of Air Trip International Ltd.
- To show a demonstration of working process in GDS and Airline Websites.
- To do SWOT analysis of Air Trip International Limited.
- To conclude with some findings and provide some recommendation.

1.3 Scopes of the Study

The main objective of this study is to cover the Air Ticketing and Reservation System of Air Trip International Limited travel agency. The main focus is the GDS systems and Airline websites used in travel agencies for online ticket reservation and distribution programs.

1.4 Methodology of the Study

Sources of Data

Information is gathered from both primary and secondary resources.

Primary Sources

- Works on the organization as an intern: As I worked in the Air Trip International travel agency, my observations on the topic "Air Ticketing & Reservation System" is quite clear.
- Communication with the supervisor of the organization and other personnel: By communication with my supervisor and other employees, I collected all the primary sources.
- Directly watching the daily operation, activities and customer handling.

Secondary Sources

- Internet
- The secondary data gathered from different sites, research and other relevant sources.

1.5 Limitations of the Report

We encountered the following issues while preparing this report, which could be referred to as an impediment of the examination.

- This report covers the operational activities of "Air ticketing and reservation system", not all the functions of a travel agency.
- The time limit was another problem. Due to time constraints, it was impractical to analysis large examples in study, hence the sample size was quite small.
- "Air ticketing and reservation system" is a topic which needs practical demonstration to understand. We use sufficient examples to understand this but it is not possible to learn all the functions of the reservation system from this report.
- Although we had previously organized several reports, we had little knowledge of internship. Experience is thus one of the examination's primary motivators.

CHAPTER-02
AN OVERVIEW OF
"AIR TRIP INTERNATIONAL TRAVEL
AGENCY"

2.1 Overview of the Air Trip International Travel Agency

Air Trip International Limited is a travel agency which provides different tourism related services to the customers. It is the first concern of Times Group which is one of the business groups headquartered in Dhaka, Bangladesh. It is founded by Md. Abul Khair. Air Trip International is literally the flagging of the fleet of companies at Times group. It has established a great reputation as a leading agency in Bangladesh, ranking among top five travel agents of all airlines for the past five years and receiving accolades and awards.



2.2 Location and Contact Details

"City Heart" (4th floor)

67, Naya Paltan, V.I.P Road

Dhaka-1000, Bangladesh

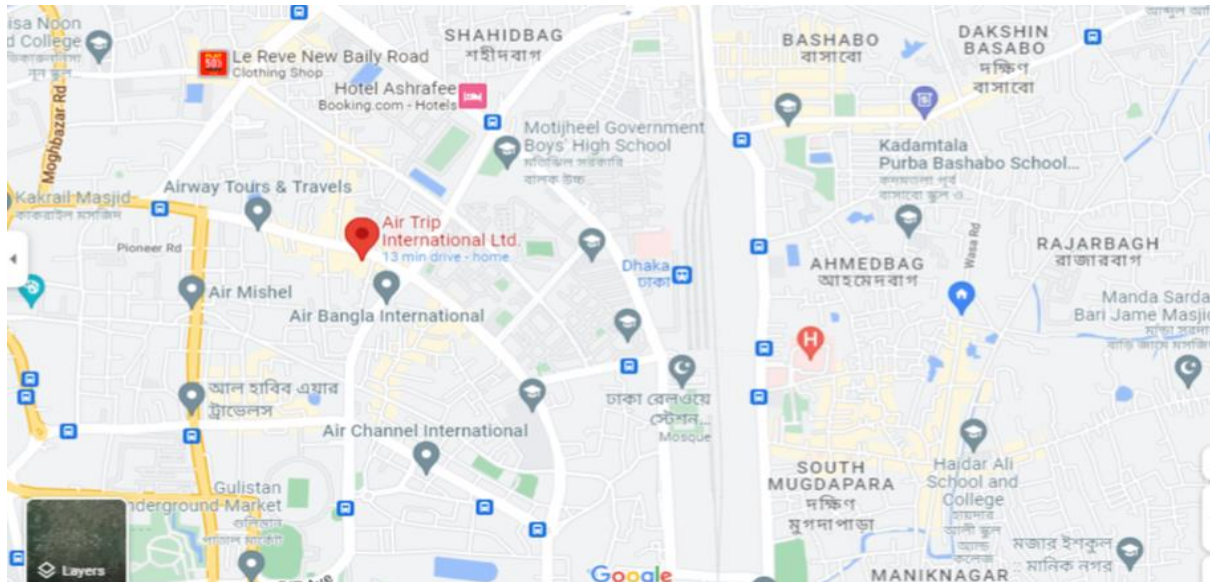
Phone: +880-2-9353512-5

+880-2-9352486

Email: airtrip@timesgroupbd.com

Website: <http://www.timesgroupbd.com/air>

Google Map location



2.3 Financial Position of Air Trip International in Times Group

The Times Group includes several business organizations in Bangladesh. Among these, Air Trip International holds the first position in Times Group with a percentage of 25%. Times Group gains the most revenue from Air Trip International. Consequently, it is one of the largest and most profitable business sectors for Times Group.

Business organizations of Times Group:

- Air Trip International Ltd.
- Times Aviation System Ltd
- Times Dairy, Poultry & Fish Complex Ltd.
- Times Enterprise
- Times ASL Call Center
- Dawn Money Exchange Ltd.
- Times Express Ltd.
- Times Holdings Ltd
- Times Training Institute

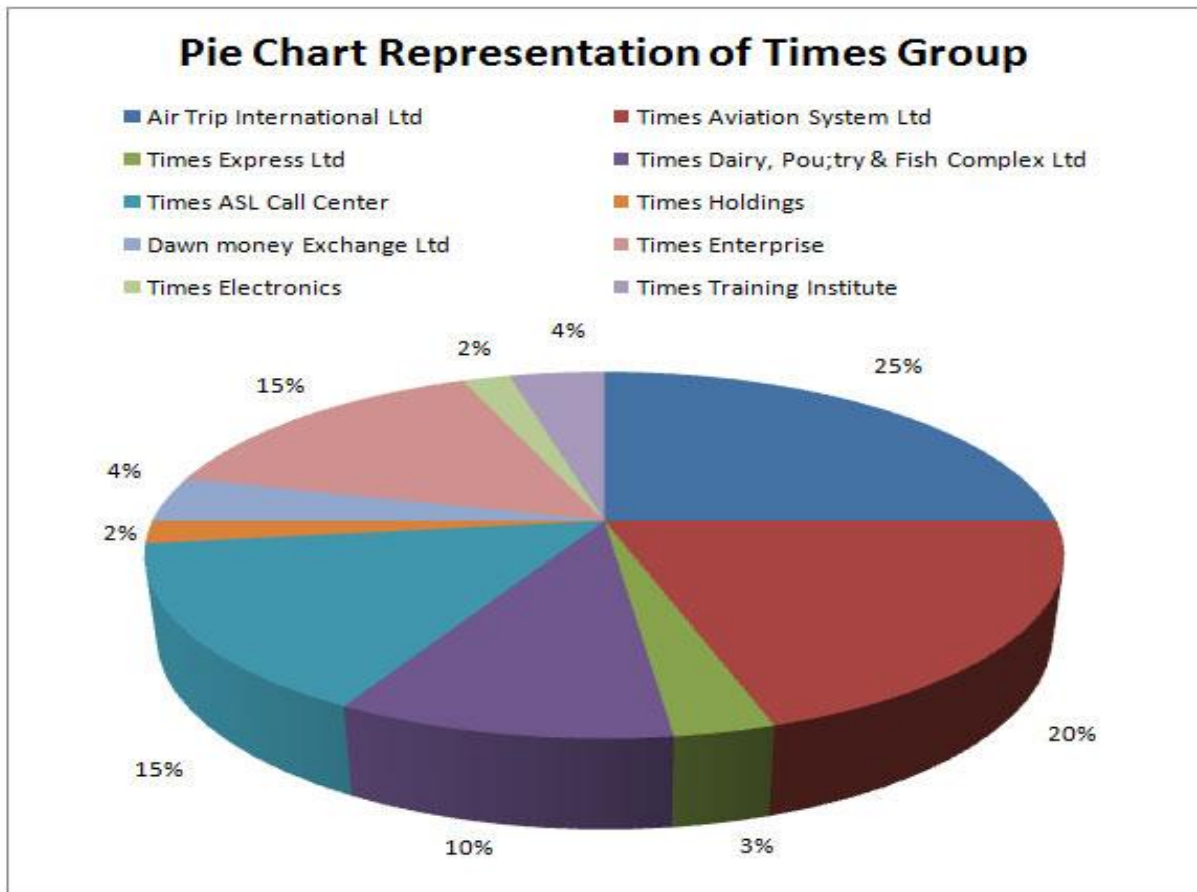


Figure: Financial percentage of the business organizations in Times Group

2.4 About Air Trip International

Air Trip International is the best leading travel agency in Bangladesh. It is one of the biggest part of Times Group. They started the travel business in 1983 approved by the National Carrier in 1986. The agency was accredited in 1991, to the International Air Transport Association (IATA). Air Trip International provides different services to the customers such as air tickets, custom made packages, visa arrangements, currency exchange, hotel reservations etc.

It is equipped with four major GDS reservation and ticketing systems which are Amadeus, Sabre, Galileo and Travelport for providing the best services to their customers. As it is the leading travel provider in Bangladesh, they serve the government, non-government organization, NGOs, multinational corporations, recruiting agencies and individuals.

2.5 Services

- Instant world-wide ticketing
- Instant confirmation of seat
- Corporate ticketing service
- Visa arrangement
- Worldwide hotel reservations
- Greet assistance service
- Religious pilgrimages to Makkah & Medina (Hajj & Umrah)

2.6 Customers' Reasons for Travel in Air Trip International

This pie chart represents the percentage of Air Trip International customers' reasons for Travel. People move between relatively distant geographic regions when they travel. The reasons for travel can be medical treatment, personal business, work related, leisure etc.

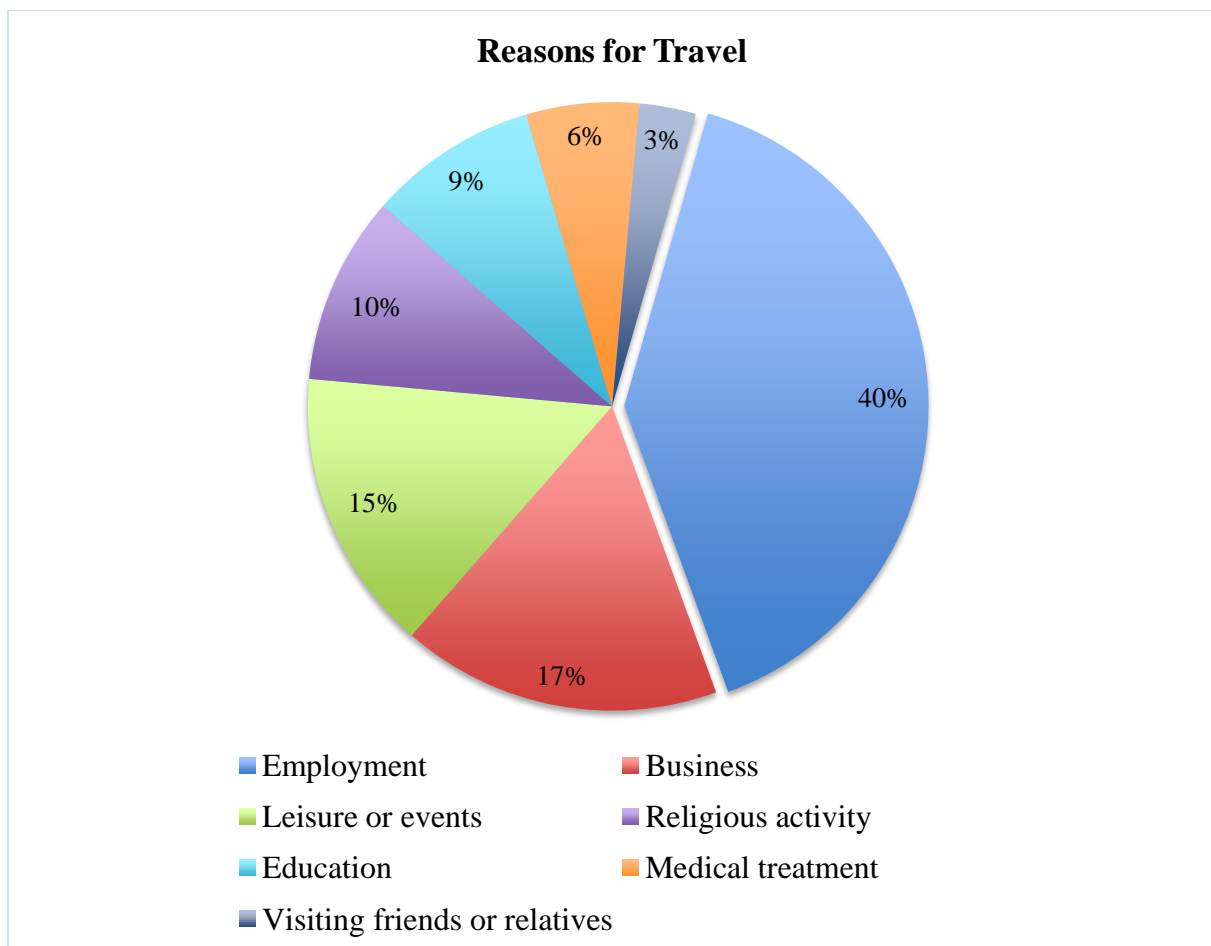
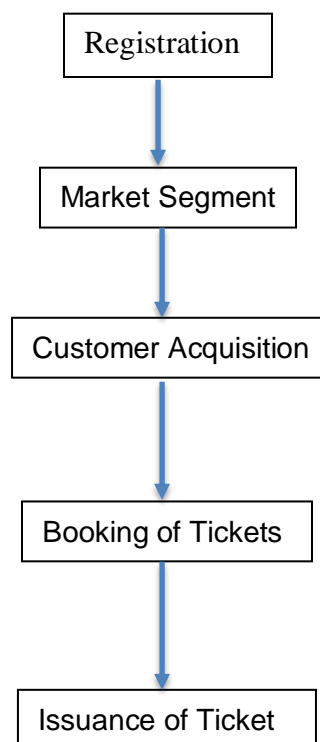


Figure: Reasons for customers travel in Air Trip International travel agency

This pie chart illustrates the percentage of travel-related causes cited by Air Trip International. According to this graph, Employment is the stated reason for traveling. 40% of people travel for Work or Employment. The second most common reason for travel is Business. 17% of people take business, workshop, and conference trips. Together, these two aspects accounted for the majority of the overall reason. At 15%, Leisure or events rank third in terms of the reasons people travel. Any festival, sporting event such as the Olympics, the FIFA World Cup, as well as other leisure-related activities are considered as events. 10% of passengers of Air Trip International travel for religious purposes. The most common Religious activities in our nation are the Hajj and Umrah. The final three reasons are: Education, Medical treatment, and Visiting friends or family. Their respective percentages are consistently 9%, 6%, and 3%. These are the clients' travel motivations for Air Trip International travel agencies.

2.7 Framework on Business Process of Air Trip International Ltd.

Here explained below as a step by step business process in this study by analyzing the business process of Air Trip International travel agency.



- **Registration:** Any travel agency that wishes to open for business should first obtain authorization as a travel agent from the Civil Aviation Authority of Bangladesh (CAAB). It needs to obtain IATA accreditation before it may sell tickets. Prior to launching its firm, Air Trip International completed all the necessary paperwork. Following this, CAAB issued the agency a registration number to operate the business.
- **Market Segment:** According to various consumer types and their needs, Air Trip International divides the market into segments. Business to business, business to customer, business to employee, or individual sale to direct passengers are a few examples. Customers for corporate sales include NGO's, domestic enterprises, multinational companies, banks, and other government organizations.

Some of them utilize airlines for professional reasons. Tourists, students, and individuals traveling overseas for other purposes such as business are examples of Air Trip's individual sale customers. There are several ways for people to contact these travel agents. Geographically, demographically, and in other ways, they divide the market.

- **Customer Acquisition :** Here, they performs the following duties: The core of the daily operations of the travel industry focus around making booking by looking for the best possibilities in a specified market, providing quotes for those options, and monitoring those bookings until they are completely paid for trips. The process will run much more smoothly if the booking is initially created in a clear, modifiable manner. The back Customers can decide based on their budget after evaluating the data given by Air Trip's travel agents and deciding whether they want anything more with this offer. Customers can also bargain with the travel agency.
- **Bookings of Tickets:** Air Trip International begin purchasing tickets for clients in this step. For that, they must gather travel documents, such as passport, visa, and other documents. They will then book the tickets for the customers if they determine that this is accurate.

- **Issuance of Tickets:** The issuance of tickets is the last action in the business process of Air Trip International. Customers must either pay in full or in part. Booking management includes ticketing, payments, and supplier management after a reservation has been made. It's also vital to manage the customer and the total cash flow. Managing travel suppliers will undoubtedly result in a large number of vendors. It's possible that it has various agreements and commission structures with each of them. It needs to manage each of them on the customer's behalf and its own. Travel agents will mail the tickets when the payment is done, or they can pick them up from their office.

2.8 Members

- IATA - International Air Transport Association
- BCC - Bangladesh Chamber of Commerce
- ATAB - Association of Travel Agents Of Bangladesh
- HAAB - Hajj Agencies Association of Bangladesh
- UAAB - Umrah Agencies Association of Bangladesh
- BMCCI - Bangladesh Malaysia Chamber of Commerce & Industry
- BMCCO - Bangladesh Association of Call Center & Outsourcing
- BAIRA - Bangladesh Association of International Recruiting Agencies
- BAFFA - Bangladesh Freight Forwarders Association
- BASIS - Bangladesh Association of Software & Information Services
- TOAB - Tour Operators Association of Bangladesh

2.9 Customer Satisfaction and Rating of Air Trip International Ltd.

Customer satisfaction is a measurement used to analyze how effectively a company's goods or services live up to client expectations. It's one of the most significant factors that predict future purchases and customer loyalty. As a result, it improves in estimating revenue and business growth. Customers of Air Trip International are satisfied with the services they received. As we know earlier, Air Trip International provide different services related to air ticket such as world-wide ticketing and instant confirmation of seat, visa arrangement, hotel reservations etc. The employees are quite modest and constantly try to do their best to provide these services

to the passenger. They strive to offer consumers the greatest products and lowest possible costs, as well as assistance with any additional problems relating to purchasing an airline ticket. After picking up the ticket, if any traveler experiences any difficulties, Air Trip International assists them and works to find a solution. Because of this, they receive a significant number of customers, the majority of them are loyal and regular. Customers are mostly satisfied with Air Trip International, which helps the company expand its operations.

Google rating of Air Trip International: A Google Star rating is a five-star rating used to evaluate businesses according on customer reviews or feedback. After interacting with a business, customers are given the option to leave a review, rating it from one star (bad) to five stars (excellent).

Air Trip International has a rating of 4.2 rating in Google Star rating, which is pretty impressive. Because, according to a study by the Spiegel Research Center, scores between 4.2 - 4.5 are the most trustworthy and reliable. There are 51 reviews of Air Trip International in Google rating. Some relevant reviews will be as follows.

Air Trip International Ltd.
4th Floor, City Heart, 67 VIP Rd, Dhaka

[Write a review](#)

4.2 ★★★★★ 51 reviews ⓘ

S **Shahynaz Sayf Al-Din**
11 reviews
★★★★★ a month ago
An excellent leading company in Hajj and Umrah services. I thank the owner of the company, Tufail. Respectful and high morals
👍 1

Md Shafiul Bashar
Local Guide · 581 reviews · 4,353 photos
★★★★★ 5 years ago
This is a Popular Travel Agency of Tims group Bangladesh Ltd

Air Trip International Ltd.

4th Floor, City Heart, 67 VIP Rd, Dhaka

[Write a review](#)

4.2  51 reviews ⓘ



Md. Atikul Haque (Naber Haque)

Local Guide · 253 reviews · 3,429 photos

★★★★★ 3 years ago

One of old & very reliable travel agent. They offer really good price



Wakid Rahaman

Local Guide · 16 reviews · 16 photos

★★★★★ 3 months ago

Highly recommend



Air Trip International Ltd.

4th Floor, City Heart, 67 VIP Rd, Dhaka

[Write a review](#)

4.2  51 reviews ⓘ



Tm Flims

Local Guide · 28 reviews · 4 photos

★★★★★ 2 years ago

Best for Umrah Hajj Visa and ticketing



Rana Raw

Local Guide · 27 reviews · 6 photos

★★★★★ 2 years ago

Very nice office for air ticketing



CHAPTER-03

**DISCUSSION ABOUT THE GDS, PNR &
RESERVATION SYSTEMS OF AIR TRIP
INTERNATIONAL LIMITED**

3.1 Global Distribution System (GDS)

A global distribution system (GDS) is a company that owns and operates a computerized network system that facilitates transactions between travel industry service providers, mainly airlines, hotels, car rental companies and travel agencies. It is a computer software that a travel agent uses to book airline tickets and other travel-related items.

The majority of GDS's clients are travel agents, both online and offline, who book trips on a variety of reservation system managed by the suppliers. The inventory is kept on the vendor's own reservation system. GDS doesn't keep any inventory.

A GDS system will have a real time link to the vendor's database. For instance, the GDS system sends the request to the relevant airlines computer system when a travel agency asks a reservation on the service of a specific airline business.

3.2 Benefits of GDS

- The GDS enables travel agents to access reservation systems for a wide range of travel suppliers.
- GDS is time efficient. It saves both passengers and travel agents time.
- Instead of calling each service provider separately, a travel agent can book a vacation package that may contain a variety of services, such as reserving hotels or flights, rental cars or tours, and finalize the reservations in just a few clicks by GDS.
- GDS offers huge marketing power to hotels, airlines and travel agency.
- People can easily buy airline tickets through GDS at any time at any place.
- There is a huge significance of GDS in the travel industry.

3.3 Most Popular Global Distribution Systems (GDS)

- **Amadeus:** Amadeus is the largest GDS in the world. Amadeus is a global distribution system which sells tickets for multiple airlines, reserve hotel rooms, trains, auto rentals etc. It accounts for around 40% of GDS transactions and is particularly well-liked in Europe. With over 600000 hotels connected, even though many of these reservations are for flights. It is a powerful tool for the hotel and airline industry.

- **Sabre:** Sabre is the second largest GDS system. It accounts for about 35% of travel agency bookings. It connects to about 175,000 hotels, although it has a bigger North American portfolio than its competitors.
- **Travelport:** It owns GDS systems called Galileo, Worldspan and Apollo. 25% of travel agencies use this system worldwide.
- **Travelsky:** It is the state-run GDS in China.
- **KIU:** It is a smaller regional GDS, which is well known in Latin America.

3.4 PNR

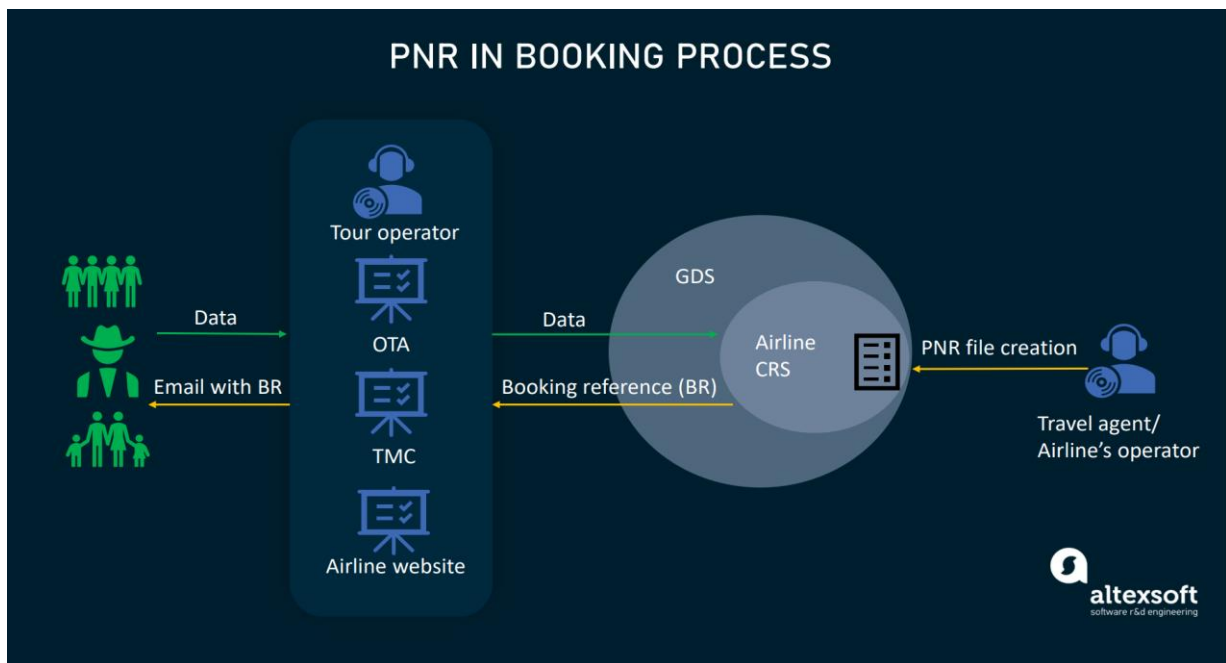
A Passenger Name Record (PNR) is a record in the database of a computer reservation system (CRS) that contains the itinerary for a passenger or a group of passengers travelling together. When a passenger or customer wants to reserve an air ticket or hotel rooms, the GDS system keeps a copy of the Passenger Name Record (PNR) that is kept in the airline reservation system. The majority of airlines and travel agencies choose to host their PNR databases with a Computer Reservation System (CRS) or Global Distribution System (GDS) company such as Amadeus, Sabre and Galileo.

3.5 Five Mandatory Elements of a PNR

- Passenger name
- Itinerary: An itinerary is the list of dates and cities for a tour.
- Contact: A telephone number or contact information for the person making the booking.
- Ticketing arrangements: Ticketing element is an indication of the arrangements for issuing a ticket for the booking.
- Received from: Name of the person made the booking.

3.6 Lifecycle of PNR

Without a PNR, no one can reserve a seat, pay for a ticket, and board a plane. The following are the basic actions a PNR takes throughout its existence.



- Data collection:** When a person or group makes a reservation for a flight through a travel retailer, such as the airline's website, an online travel agency (OTA), a travel management company (TMC), a tour operator, or other channels, the necessary trip information is acquired.
- Data submission to the CRS:** The airline's central reservations system receives the reservation information (CRS). Not all airlines manage their own CRS. Instead, they employ one of the major global distribution systems, such as Amadeus, Sabre, or Galileo, which serve as data aggregators and warehouses, to host inventory and manage bookings.
- Initial PNR generation:** The CRS/GDS is accessed by the carrier's operator or an approved travel agent to create a PNR file with the five mandatory elements.
- Booking reference assignment:** A booking reference is created by the system, which is a special alphanumeric or alphabetic code associated with the PNR file. It operates as the document's digital address in the airline's database.

- **Booking confirmation:** The travel agency confirms the passenger's reservation by emailing them with the booking reference. After the passenger has paid the fare, the ticket will only then be issued.
- **Updates and addition of new details:** The travel agent or operator updates the record or adds new data items as necessary. Normally, if the reservation information is changed, the PNR is updated.
- **Archiving:** The PNR is automatically archived when the trip has concluded. Typically, it occurs one to five days after the final segment of the itinerary is over.

3.7 Air Ticketing and Reservation System of Air Trip International

As we know before that Air Trip is equipped with all four major GDS systems. Among those four systems, three of them are mostly used in our country which are Amadeus, Sabre and Galileo. Most of the travel agencies in our country use those three GDS systems for their company.

Air Trip International also use Amadeus, Sabre and Galileo for their reservation system and creating PNR. These systems enables Air Trip International and their clients to access travel data, shop for and compare reservations options, and book travel. They use these GDS software or systems for different services such as checking and comparing availability, creating PNR, booking and issuing air ticket, checking fair price, hotel reservation etc.

Besides this, Air Trip International also uses several airline booking websites and reservation sites such as Salam Air, NovoAir, Biman Bangladesh, Jazeera, Zenith, Spice Jet etc. An airline website's main responsibility is to make travelling simple and trouble-free for users. A travel website must also give visitors adequate information to ensure that they are not taken advantage of when travelling and that their journey is trouble-free. These airlines have created the site to allow Air Trip International to make reservations and purchase air tickets for their flights.

CHAPTER-04

**DEMONSTRATION OF WORKING
PROCESS IN THE GDS SYSTEMS &
AIRLINE WEBSITES**

4.1 Fundamental Topics to Work on GDS Systems

We need to be knowledgeable about some topics in order to create a PNR in GDS systems or software. We must be familiar with a few fundamental concepts in order to use and comprehend GDS software. I'll go into more detail about those now.

1. **City, Airport and Airline codes :**

- **City Codes:** City codes are codes developed and used by the aviation professionals in others to refer to cities in different countries in a shorthand way. City codes are always three letters. Some city codes are,
Dhaka - DAC
Delhi - DEL
New York - JFK
San Francisco - SFO
- **Airport Codes:** Airport codes are used to identify and differentiate airports within the same city or different cities travel professionals when making reservations. Airport codes are also three letters. Some airport codes are,
Hazrat Shahjalal International Airport - DAC
Dubai International Airport - DXB
Los Angeles International Airport - LAX
Muscat International Airport - MCT
- **Airline Codes:** Airline codes are two letter codes to identify every transporting carrier or airline operating within and outside the country. Some airline codes are,
Emirates - EK
Qatar Airways - QR
Turkish Airlines – TK
Saudi Airlines - SV

2. **Classes of travel:** A travel class is the level of comfort provided by public transportations. First Class, Business Class, and Economy Class are the three standard

travel classes offered by airlines. The number of airline pricing classes offered will depend on how the cabins are set up. Here is a list of the classes of travel.

- **First Class:** First class is a category of luxurious seating on a plane that offers greater space, comfort, and service than other seats, as well as amenities like access to on-board showers and private rooms. For example, while the main (economy) cabin might have rows with nine or ten seats (in a 3-4-3 configuration), first class might have rows with just four seats (in a 1-2-1 configuration).
- **Business Class:** On a commercial flight, there is a class of service known as business class. It is the highest level of service on many carriers; on others, it falls between first class and economy. Business travelers typically purchase the premium Business Class. This class is also called the Executive Class.
- **Economy Class:** The least expensive class, Economy Class, offers basic seating and a limited selection of meals, mostly based on the duration of the flight. Everywhere in the world, economy class is utilized in the same way. Travelers typically purchase economy class tickets in advance to receive the best deals. Because economy class tickets are in high demand, people might want to reserve one in advance to lock in the current price in case it rises.

3. **Passenger classification and Special Categories of Passengers (SCPs)**

Passenger Classification: Depending on age, passengers are classified into three categories which can be as follows:

- **Adult:** Passengers who have attained the age of 12 years and above and they pay the full fare for the journey.
- **Child:** Passengers who have attained two years but are less than 12 years old are considered as a child. They are given a discount of about 25% of an adult fare depending on the airline.

- **Infant:** Passengers below the age of two and are allowed to pay 10% of the adult fare. An infant passenger cannot travel alone and has to be associated with an adult passenger.

Special Categories of Passengers (SCPs): Passengers with special needs who can be carried on a flight and whose conditions require special consideration and adaptation to their particular requirements are known as Special Categories of Passengers (SCPs). In accordance with the operator-established protocols, SCPs must be transported in a manner that ensures the safety of the aircraft and its occupants. The direct access to emergency exits is prohibited, as is any seat where a passenger's presence can restrict crew members in their duties, access to emergency equipment or the emergency evacuation of the aircraft. When SCPs are to be brought on board, the commander must be informed in advance. People who need special conditions, assistance or equipment when flying are referred to as Special Category of Passengers (SCPs), including at least:

- Any individual whose ability to move around is limited by a physical handicap, whether sensory permanent or temporary, intellectual disability or impatient, another disability, or old age. These types of individuals are called Persons with Reduced Mobility (PRMs).
 - Infants and unaccompanied children.
 - Deportees, prohibited travelers or prisoners in custody.
4. **Phonetic Alphabets:** An alphabet that uses code words that begin with each letter as its symbol is known as a phonetic alphabet. For instance, the word "Bravo" may stand in for the letter "B" in a phonetic alphabet, whereas the word "Sugar" could stand in for the letter "S".

Alphabet	Code	Alphabet	Code
A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

Figure: Phonetic Alphabets

Uses of Phonetic Alphabets:

- Phonetic Alphabet is also known as the radio code or the radio alphabet, which uses words to represent alphabets or letters.
- It also helped to ensure that PNR code can be heard clearly and reduces the risk of miscommunication.
- It is used to represent the classes of seats in the GDS system. As an example, there are several classes of seats such as, B9 D8 E9 etc. We will pronounce this as Bravo 9 or Delta 8 or Echo.

5. **Simple Itineraries :** There are three types of simple itineraries :

- **One-way (OW):** When a passenger is flying from somewhere (his origin) to somewhere else (his destination). For example, if a person wants to travel from Bangladesh to Australia when Bangladesh is the origin country of that person.
- **Return or Round trip (RT):** When a passenger is flying from his origin to his destination (which for return fares is also called the point of turnaround) then back to his origin. For example, a tourist flying from Dhaka to Paris and then Paris back to Dhaka.
- **Open Jaw (OJ):** In which, a passenger can return to a different airport than where he originated, or he leaves from a different airport than where he arrived. In essence, an open-jaw flight involves travelling from city A to city B and then returning to city A via city C. Flights aren't available between city B and city c. For example, if a traveler uses the same ticket to fly from New York to London and from Paris to New York, he will have an Open Jaw between London and Paris if there are no flights between the two destinations.

4.2 Amadeus

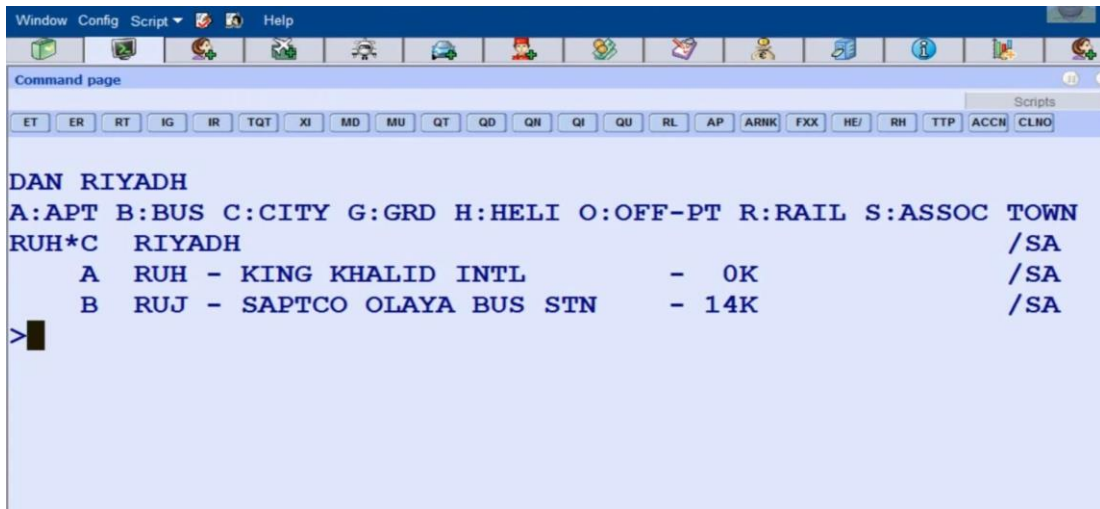
Amadeus is an online tickets reservation and distribution program that is based in Madrid, Spain but sells airline tickets for various airlines around the world. Travel agencies or tour operators can use Amadeus software to reserve tickets for other modes of transportation such as ferry and train or book hotel accommodation.

To sell or reserve an air ticket on Amadeus, we have to create a PNR for the passenger. To create a PNR in Amadeus, we have to know about the codes and topics first. Now, I am going to discuss those.

Encoding and decoding:

- **Encoding:** The process used to convert a full name into code is referred to as encoding. "DAN" is the code for encoding a city or airport name in Amadeus. For example, if we want to know the city code and airport code or name of Riyadh. We have to put the following command.

Command: DAN RIYADH



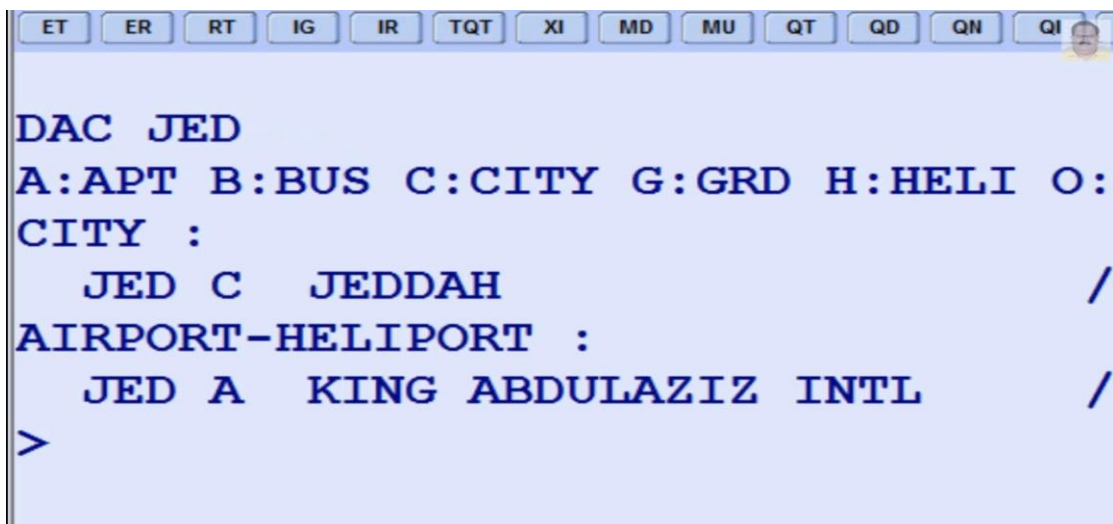
```
Window Config Script Help
Command page
ET ER RT IG IR TQT XI MD MU QT QD QN QI QU RL AP ARNK FXX HE/ RH TTP ACCN CLNO
Scripts

DAN RIYADH
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
RUH*C RIYADH /SA
  A RUH - KING KHALID INTL - 0K /SA
  B RUJ - SAPTCO OLAYA BUS STN - 14K /SA
>
```

Here, "RUH" is the city code of Riyadh and "RUH" is the airport code of "King Khalid International Airport".

- **Decoding:** It is the reverse process of Encoding. This converts a code into a full name. "DAC" is the code for decoding a city or airport name in Amadeus. For example, we have a city code which is "JED", and we want to know about the city and airport name of this city code.

Command: DAC JED



```
ET ER RT IG IR TQT XI MD MU QT QD QN QI
DAC JED
A:APT B:BUS C:CITY G:GRD H:HELI O:
CITY :
  JED C JEDDAH /
AIRPORT-HELIPORT :
  JED A KING ABDULAZIZ INTL /
>
```

Here, Jeddah" is the city name and "King Abdulaziz International Airport" is the airport name of the code "JED".

- "DC" is the code for encode and or decode a country name. For example, if we want to know the country code of Egypt. The command will be

Command: DC EGYPT

The screenshot shows a terminal window titled "Command page" with a menu bar containing "Window", "Config", "Script", and "Help". Below the menu bar is a row of function keys: ET, ER, RT, IG, IR, TGT, XI, MD, MU, QT, QD, QN, QI, QU, RL, AP, ARNK, FXK, HE/, RH, TTP. The main area displays the following text:

```
DC EGYPT
EG      EGYPT/AFRICA          TC2
EGP     EGYPTIAN POUND       LOCAL/INTL PUBLISHED
EGY     EGYPT CITIZEN
>
```

Here, "EG" is the two letter country code of Egypt.

- "DNA" is the code for encode and decode airlines in Amadeus. If we want to know the airline name of the code "SV",

Command: DNA SV

The screenshot shows a terminal window with the following text:

```
DNA SV
SV/SVA 065 SAUDI ARABIAN AIRLINES
>
```

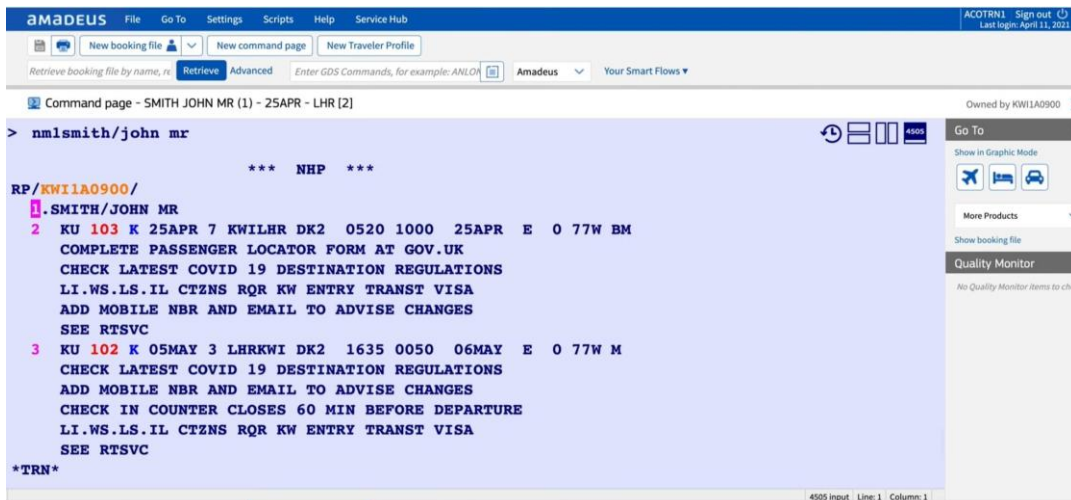
Here, "SV" is the airline code of "Saudi Arabian Airlines".

Name element: There are three types of name element for passengers in Amadeus.

1. **Adult:** We already know that adult passengers are considered to be from the age 12 and older. Suppose, Mr. John Smith is an adult passenger.

The command for the name element will be,

Command: NM1SMITH/JOHN MR

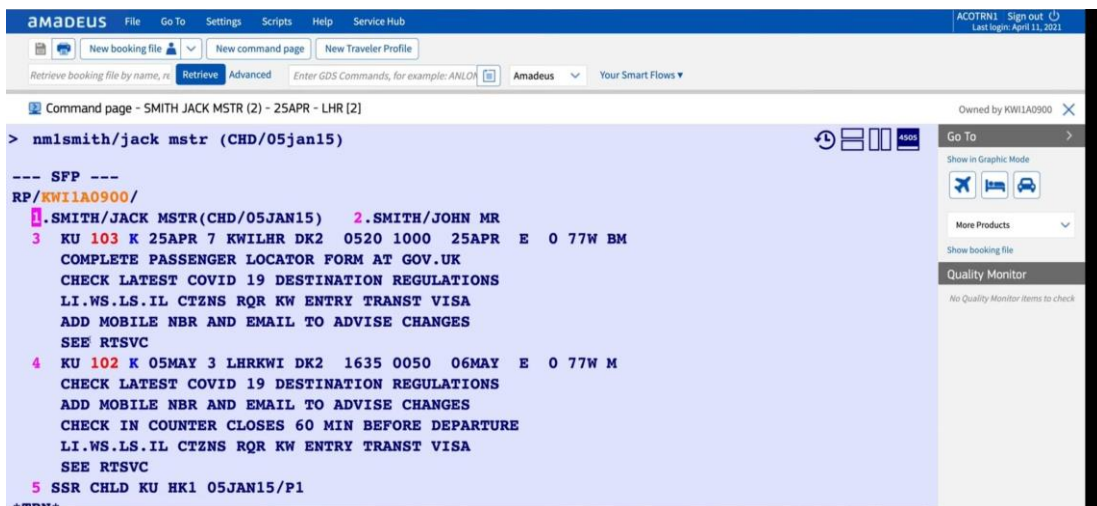


```
amadeus File Go To Settings Scripts Help Service Hub
New booking file New command page New Traveler Profile
Retrieve booking file by name, re Retrieve Advanced Enter GDS Commands, for example: ANLON Amadeus Your Smart Flows
Command page - SMITH JOHN MR (1) - 25APR - LHR [2] Owned by KW1A0900
> nmlsmith/john mr
*** NHP ***
RP/KW1A0900/
1.SMITH/JOHN MR
2 KU 103 K 25APR 7 KWILHR DK2 0520 1000 25APR E 0 77W BM
COMPLETE PASSENGER LOCATOR FORM AT GOV.UK
CHECK LATEST COVID 19 DESTINATION REGULATIONS
LI.WS.LS.IL CTZNS RQR KW ENTRY TRANST VISA
ADD MOBILE NBR AND EMAIL TO ADVISE CHANGES
SEE RTSVC
3 KU 102 K 05MAY 3 LHRKWI DK2 1635 0050 06MAY E 0 77W M
CHECK LATEST COVID 19 DESTINATION REGULATIONS
ADD MOBILE NBR AND EMAIL TO ADVISE CHANGES
CHECK IN COUNTER CLOSSES 60 MIN BEFORE DEPARTURE
LI.WS.LS.IL CTZNS RQR KW ENTRY TRANST VISA
SEE RTSVC
**TRN*
```

Here, "NM1" is the code for the name element, then last name SMITH and then first name JOHN, and lastly MR because the person is male. If the person is female, then the code will be MS/MRS.

- **Child:** Most airlines define a "child" as a traveler between the ages of 2 and 11. For example, Jack Smith is a child passenger whose date of birth is 5 January 2015. The command for this child will be,

Command: NM1SMITH/JACK MSTR (CHD/05JAN15)

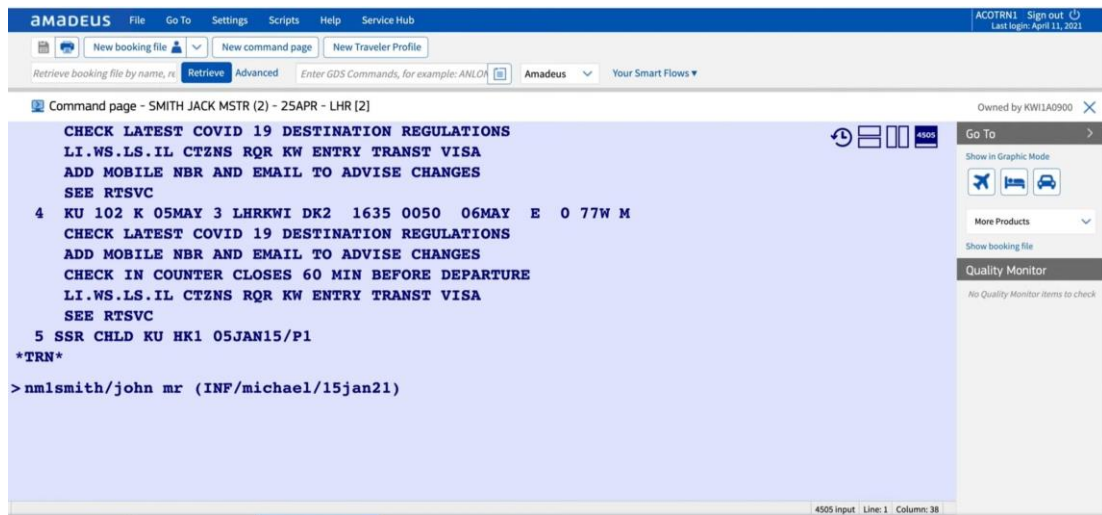


```
amadeus File Go To Settings Scripts Help Service Hub
New booking file New command page New Traveler Profile
Retrieve booking file by name, re Retrieve Advanced Enter GDS Commands, for example: ANLON Amadeus Your Smart Flows
Command page - SMITH JACK MSTR (2) - 25APR - LHR [2] Owned by KW1A0900
> nmlsmith/jack mstr (CHD/05jan15)
--- SFP ---
RP/KW1A0900/
1.SMITH/JACK MSTR(CHD/05JAN15) 2.SMITH/JOHN MR
3 KU 103 K 25APR 7 KWILHR DK2 0520 1000 25APR E 0 77W BM
COMPLETE PASSENGER LOCATOR FORM AT GOV.UK
CHECK LATEST COVID 19 DESTINATION REGULATIONS
LI.WS.LS.IL CTZNS RQR KW ENTRY TRANST VISA
ADD MOBILE NBR AND EMAIL TO ADVISE CHANGES
SEE RTSVC
4 KU 102 K 05MAY 3 LHRKWI DK2 1635 0050 06MAY E 0 77W M
CHECK LATEST COVID 19 DESTINATION REGULATIONS
ADD MOBILE NBR AND EMAIL TO ADVISE CHANGES
CHECK IN COUNTER CLOSSES 60 MIN BEFORE DEPARTURE
LI.WS.LS.IL CTZNS RQR KW ENTRY TRANST VISA
SEE RTSVC
5 SSR CHLD KU HK1 05JAN15/P1
+-----+
```

Here, NM1 is the name element code, SMITH is the last name, JACK is the first name of the child and then MSTR is the title because the child is male. Lastly, CHD is the command for a child and then 05JAN15 is the date of birth of the child.

- **Infant:** Infants under 2 years old can ride on an adult's lap for free (within the United States) or at a discounted rate (for international travel). For example, John Michael is an infant passenger and his date of birth is 15 January 2021 and he will visit with his father Mr. John Smith. The command for the infant will be,

Command: NM1SMITH/JOHN MR (INF/MICHAEL/15JAN21)



Here, NM1 is the name element code, SMITH is the adult last name and JOHN is the first name, MR is the title. Lastly, INF is the code for an infant and then MICHAEL is the name of the infant and 15JAN21 is the date of birth of the infant. John is the common family name, so there is no need to mention it again for the infant.

4.3 Amadeus Training Scenario

- Booking a one-way ticket itinerary
- Creating a PNR and fare pricing

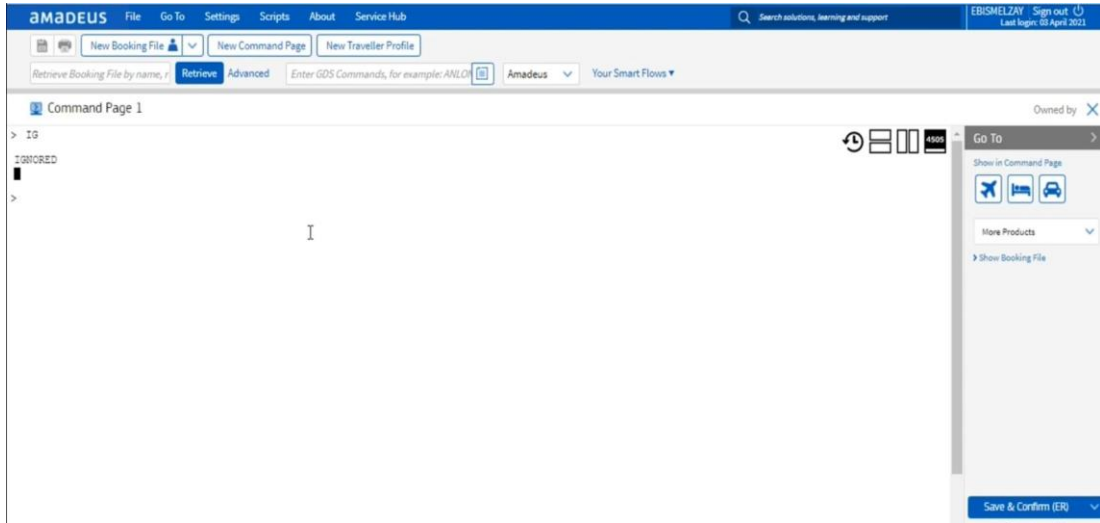
Passenger Scenario:

- Client : Mr. Hurayra Foysal
- Objective : One way trip flight to Dubai by Qatar Airlines
- Departing from : Dhaka, Bangladesh
- Departing date : 7th October 2021

PNR creation process for the passenger: After every command, we need to press the enter button of the keyboard.

1. First, we have to ignore the previous work.

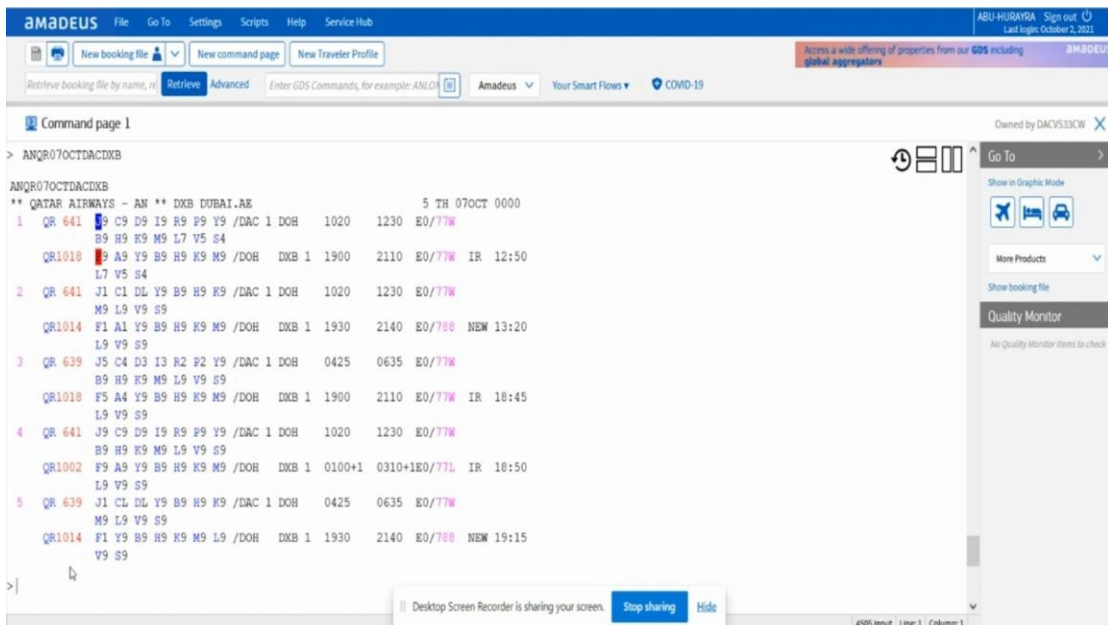
Command: IG



2. Availability: We need to check the flight for the passenger according to the passenger scenario.

Command: ANQR07OCTDACDXB

Here, “AN” is code of availability and QR is the code of Qatar Airlines, 07OCT is date. DAC is code of Dhaka and DXB is code of Dubai airport.

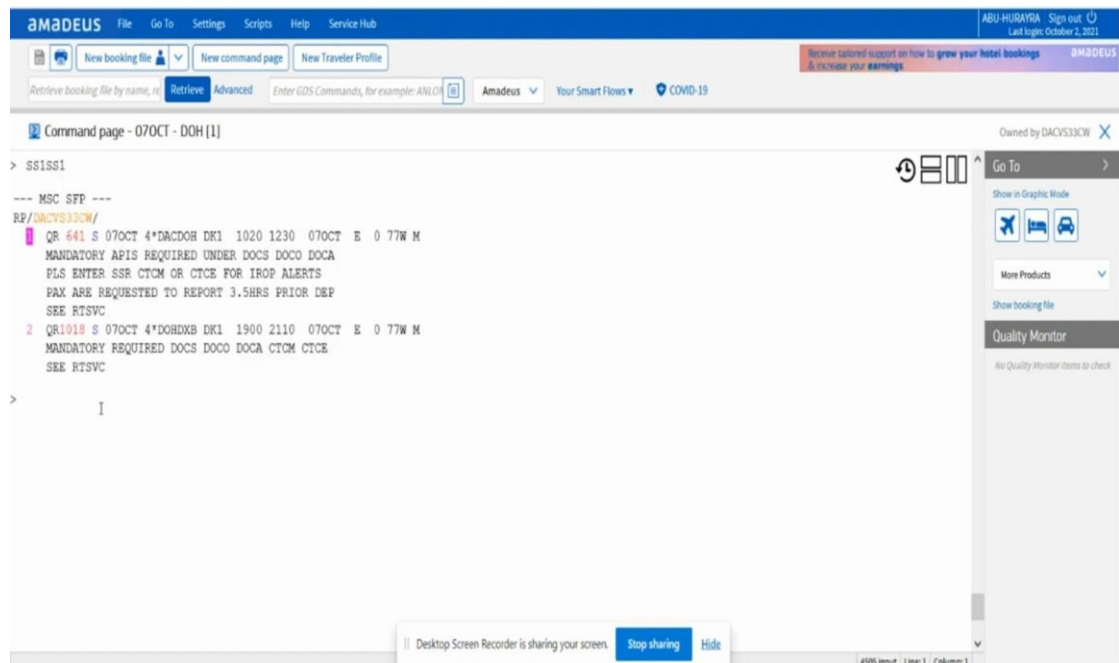


In the first line number of the picture, we can see that it is a connecting flight. Where 1 is line number, QR is airline code, 641 and 1010 both are flight numbers. From J to S all are different classes. DAC is the code of Dhaka, DOH is code of Doha and DXB is code of Dubai. 1020 is departure time from Dhaka (Local time of Dhaka 10:20) and 1230 is arrival time at Doha (Doha local time 12:30). Then 1900 (local time 7.00) is the departure time from Doha and 2110 (local time 9.10) is the arrival time at Dubai. Same the case with other lines.

3. Seat Selling: After checking the neutral availability, we have to sell a seat for the passenger.

Command: SS1SS1

In this command, SS is seat selling code, 1 is number of seats required. SS is desired class. This is a connecting flight, that's why we take SS classes for both flights. And lastly, 1 is the line number in which we are selling.

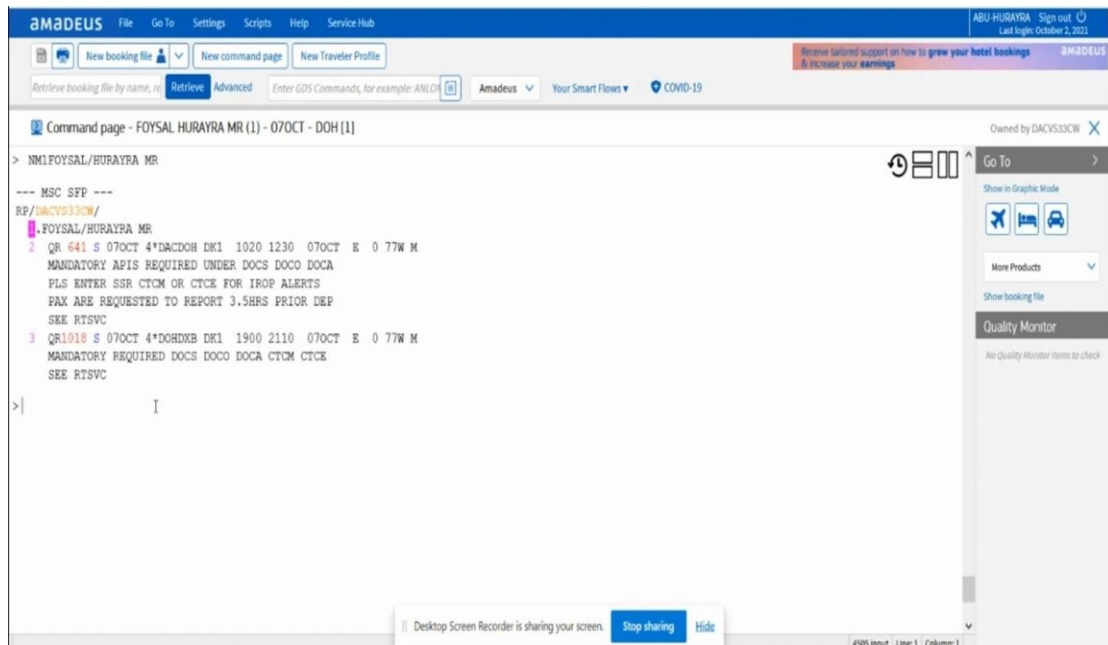


After that command, 1st line number and in the picture shows QR 641 which is flight, S is class, 07OCT is date, 4 is week day and DACDOH is travelling destination. DK1 means 1 seat is confirmed. 10:20 is departure time and 12:30 is arrival time. Then the 2 line number of the picture indicates QR 1018 is flight, S is class, 07OCT is date, 4 is week day and DOHDXB is travelling destination. DK1 means 1 seat is confirmed. 19:00 is departure time and 21:10 is arrival time.

4. Name Element: After taking the required seat, we need to put the name entry of the passenger.

Command: NM1FOYSAL/HURAYRA MR

Here, NM1 is the code for the name element, FOYSAL is the last name, HURAYRA is the first name and MR is the title.

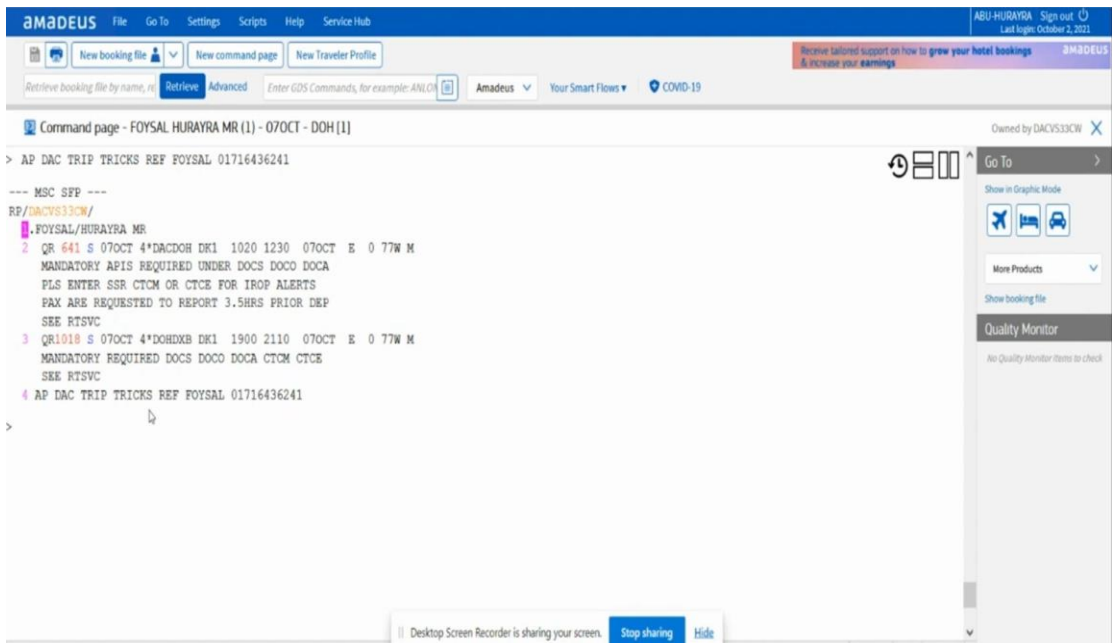


```
amadeus File Go To Settings Scripts Help Service Hub
ABU-HURAYRA Sign out
Last login: October 2, 2021
Retrieve tailored support on how to grow your hotel bookings & increase your earnings amadeus
Retrieve booking file by name, re Retrieve Advanced Enter GDS Commands, for example: ANLO Amadeus Your Smart Flows COVID-19
Command page - FOYSAL HURAYRA MR (1) - 07OCT - DOH [1] Owned by DACV533CW X
> NM1FOYSAL/HURAYRA MR
--- MSC SFP ---
RP/DACV533CW/
1. FOYSAL/HURAYRA MR
2 QR 641 S 07OCT 4*DRACDQH DK1 1020 1230 07OCT E 0 77W M
MANDATORY APIS REQUIRED UNDER DOCS DOCO DOCA
PLS ENTER SSR CTM OR CTCE FOR IROP ALERTS
PAX ARE REQUESTED TO REPORT 3.5HRS PRIOR DEP
SEE RTSVC
3 QR1018 S 07OCT 4*DOHDXB DK1 1900 2110 07OCT E 0 77W M
MANDATORY REQUIRED DOCS DOCO DOCA CTM CTCE
SEE RTSVC
>| I
```

5. Contact Element: After putting the passenger name element, we have to put the agency details or contact details of the person creating the PNR.

Command: AP DAC TRIP TRICKS REF FOYSAL 01716436241

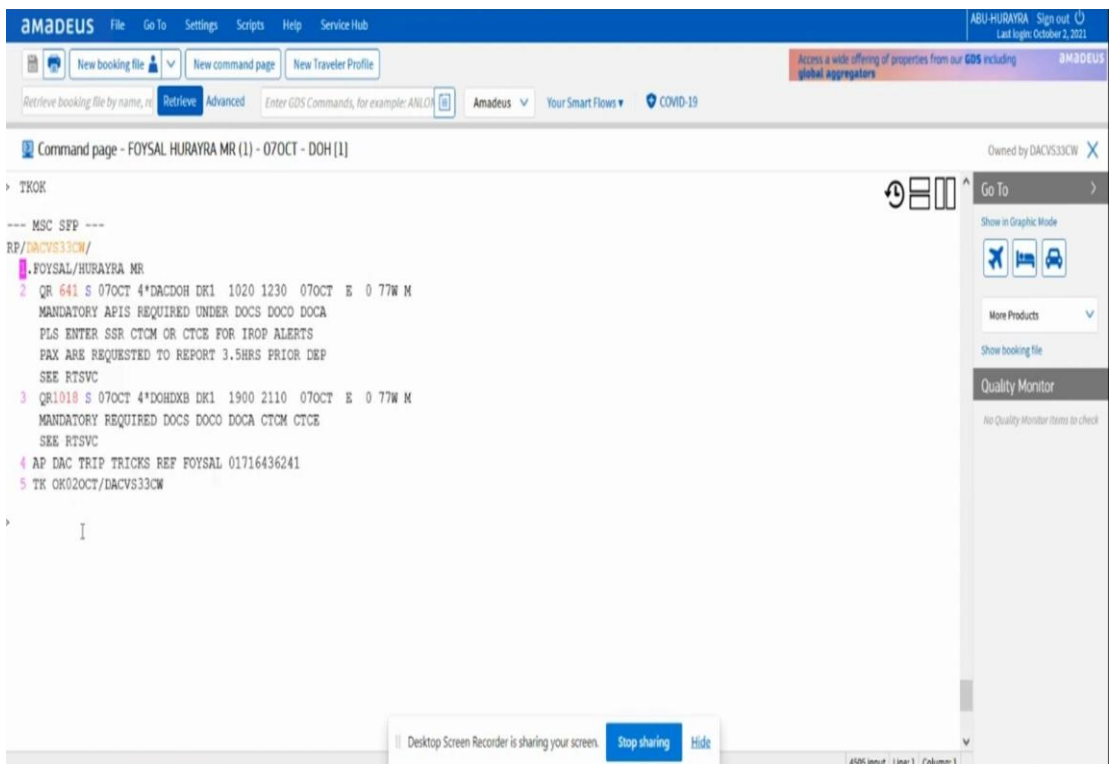
Here, AP is code for contact element, DAC is the city code of Dhaka. TRIP TRICKS is the agency name. REF is the code for reference. FOYSAL is the name of the person making the booking and then phone number.



6. Ticketing Element: Then we have to put the ticketing element to indicate the status of ticket issuance for the passenger.

Command: TKOK

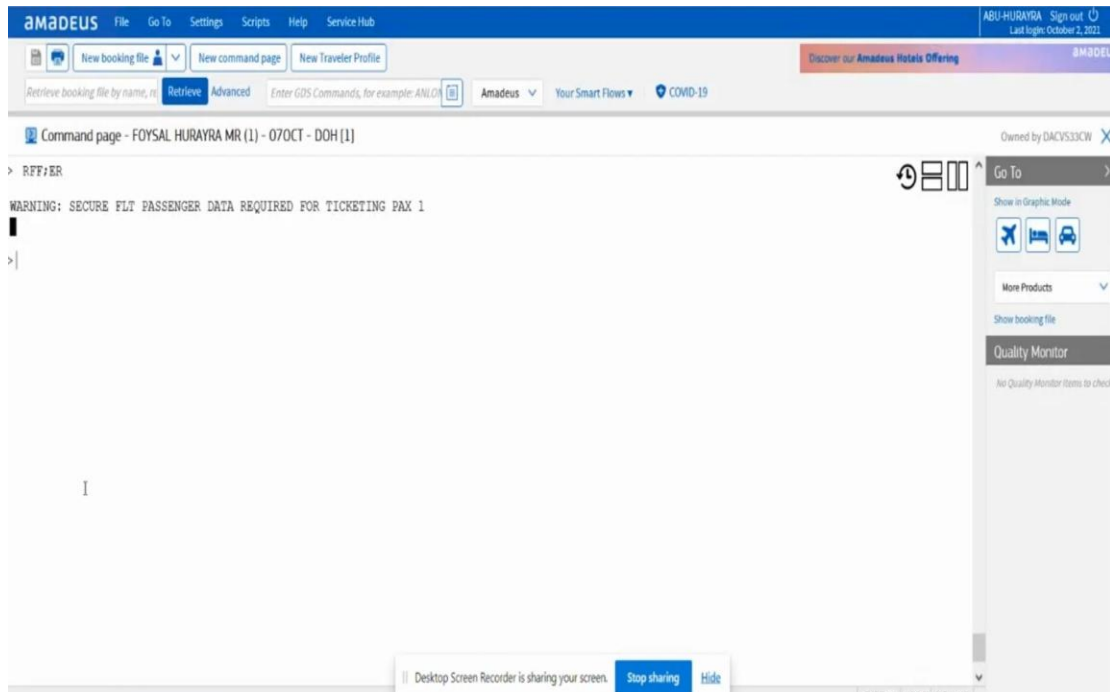
Here, TKOK is used to indicate the ticket has been issued.



7. Received Field: After adding the ticketing element, we have to put the received file command to save the booking.

Command: RFF; ER

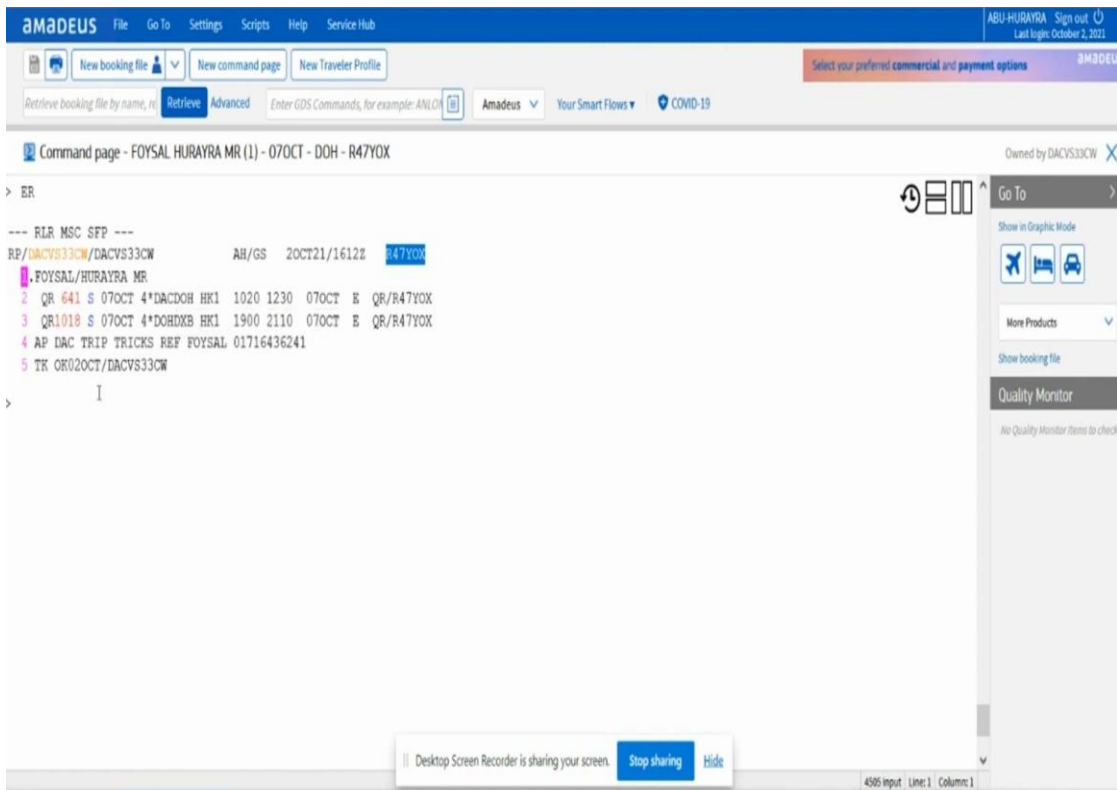
Here, 1st command RF is received from code, F is used for Foysal who makes the reservation. Lastly, ER is the code for end transactions.



8. Complete the PNR : To, Redisplay PNR or complete the PNR, we have to put the following command,

Command: ER

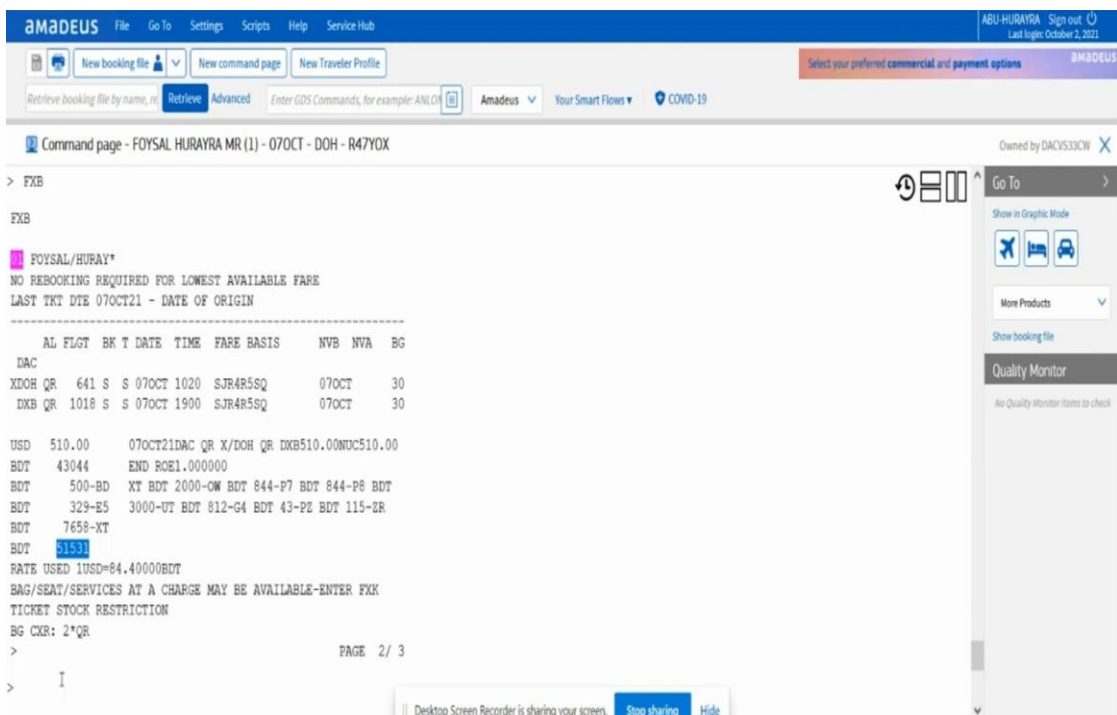
In this command, ER is the code for redisplay PNR and complete the PNR on screen.



It is shown in the picture that the PNR is completed and the PNR code is "R47YOX".

- Fare Show : To show the fare of the flight we have to put the following command,

Command: FXP

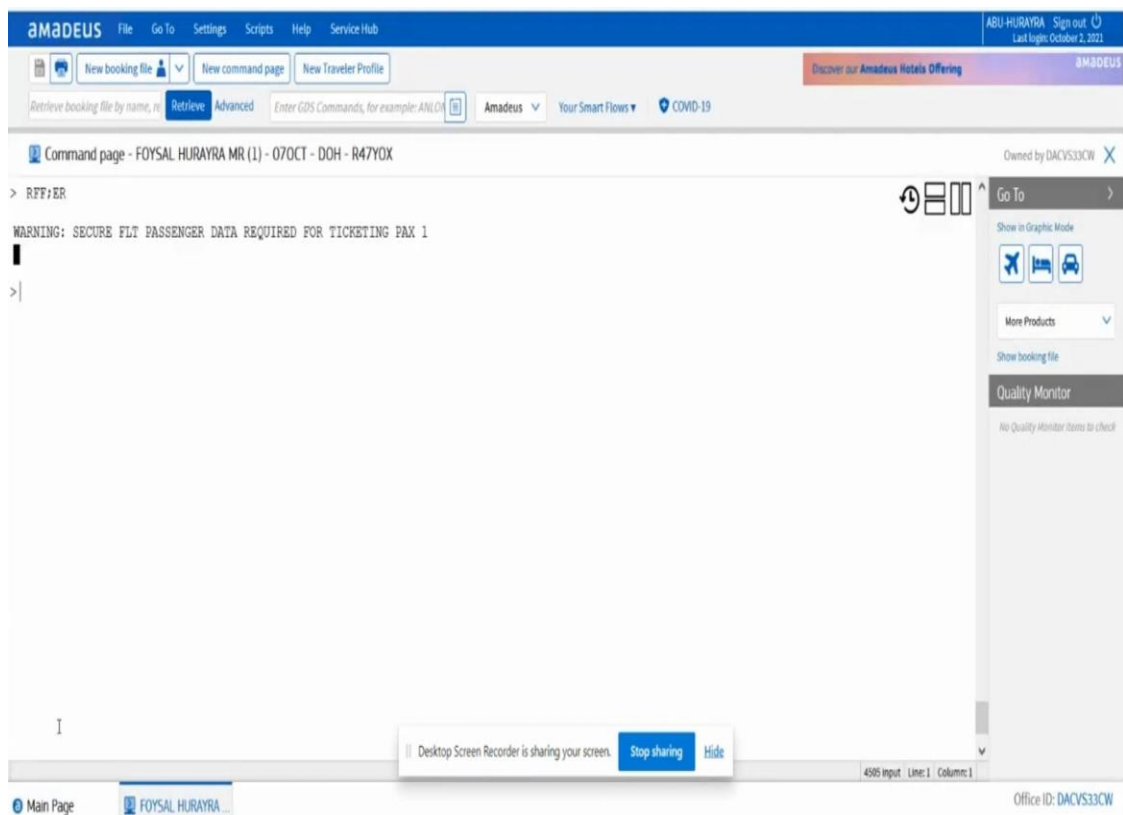


In this picture, 510 USD or 43044 is the fare of the flight and 500-BD, 329-E5, 7658-XT all are the taxes. The XT tax includes different taxes which are in the right side of

the picture and 7658 is the total amount XT Tax. Lastly, 51531 is the total amount of the fare of this flight which the passenger has to pay

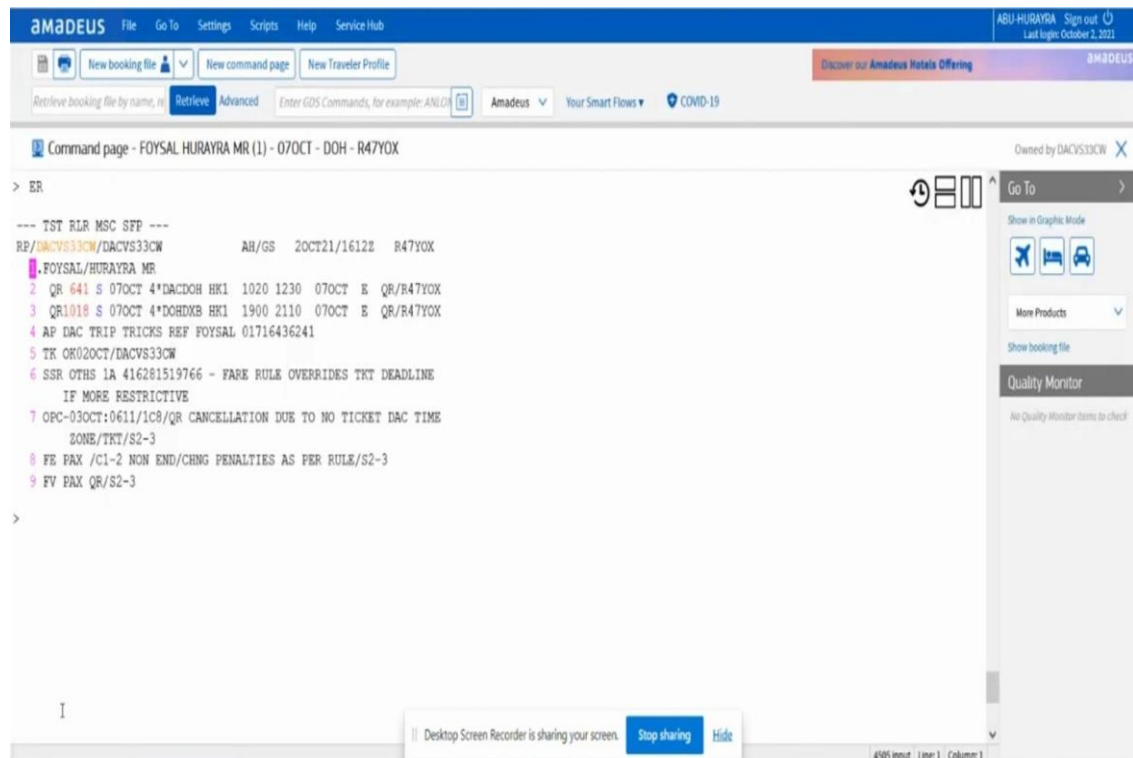
10. Fair Load: After showing the fair, we have to load the fair on the PNR. The command will be

Command: RFF; ER



Then, we have to put the ER command again.

Command: ER



Finally, the PNR is completed with fare. Now we can issue the ticket when the customer confirms the ticket and is ready to pay the fair.

4.4 Sabre

Travel agents and business utilize the Global Distribution System "Sabre", which is operated by Sabre Corporation, to find, compare and book travel services offered by airlines, hotels, car rental agencies and tour operators. The booking service Sabre, was created by American Airlines with IBM'S help in 1960. It was made accessible in 1976 and it became international of the airline in March 2000.

To work on Sabre, we use Sabre Travel Software "Sabre Red 360". It is the travel consultant access point to the industry-leading content in the Sabre platform. Sabre Red 360 is unique by design. It is built on APIs built in-house and by Sabre partners to seamlessly integrate a new spectrum of bookable content and data-rich information. Sabre software or Sabre Red is comparable to Amadeus. Sabre Software wraps much the same set of fare that Amadeus provides. Similar to Amadeus, this software division also offers utilities, trip and session management, and profile categories.

4.5 Symbols and Codes of Sabre Software

To work on Sabre software or Sabre Red, we need to know about some symbols and codes.

- **Symbols :**

Symbols	Name of keys
⌘	Change key
¥	Cross of Lorraine
-	Name key
*	Display sign
§	End item key

Figure: Symbols of Sabre Red

- **Codes :**

Code	Function
1	Request city pair availability
2	Request flight information
3	Request special services or information on other airlines
4	Request special services or information on American Airlines
5	Add remarks information
6	Add received from
7	Add ticketing field
8	Add time limit for ticketing
9	Add telephone number
0	Sell from air, car or Hotel availability display
*A	Add all the information together

Figure: Codes of Sabre Red

Now, we will see the keyboard from where we can input these symbols and codes when we will work in Sabre Software.

<u>MAIN KEY MAPPING</u>													
1	2 @	3 #	4 \$	5 %	6 Rec d	7 tk t	8 TL	9 Phone	0 Sell	- Name	* dsp y	Back space	
Tab	Q	W	E	R	T	Y	U	I	O	P	{ x	}	 \ S
Cap lock	A	S	D	F	G	H	J	K	L	L	; : Erase	' " ¥	ENTER
Shif t			Z	X	C	V	B	N	M	< ,	> .	/ ?	SHIFT

4.6 Sabre Red Training Scenario

- Booking a round ticket itinerary
- Creating a PNR and fare pricing

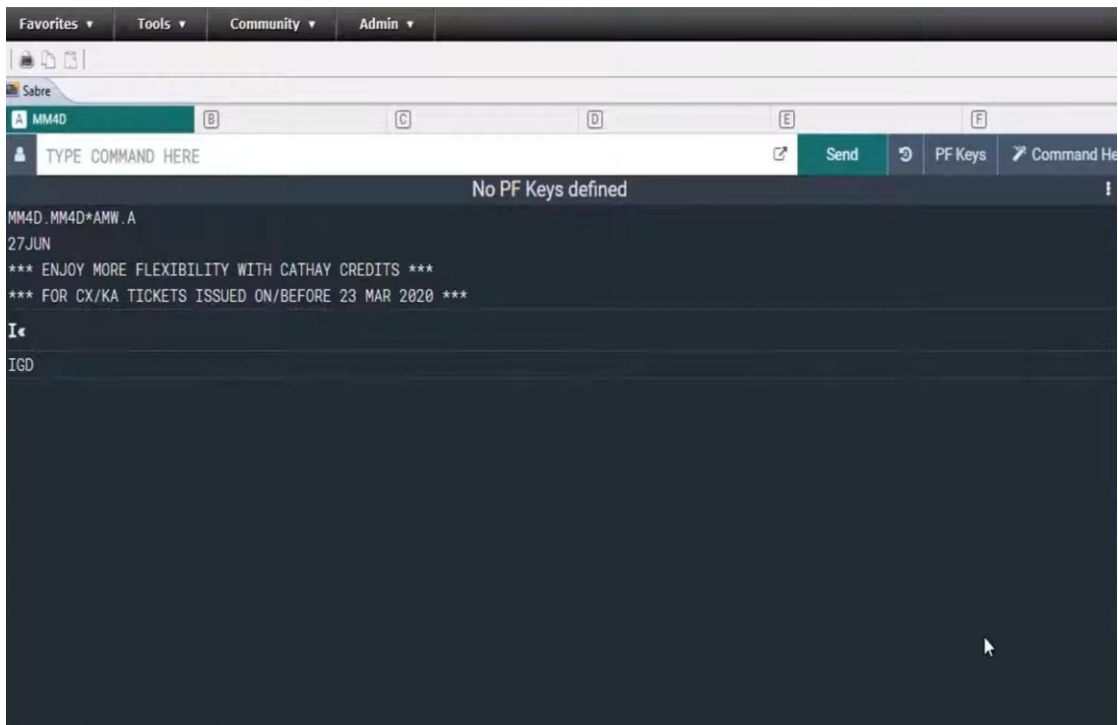
Passenger Scenario:

- Client : Mr. Ahmad Khan, Mrs Aliya Ahmad, Hassan Ali (07 years), Rehan Ali (08 months)
- Objective : Round trip flight to Dubai by Emirates Airline
- Departing : Lahore, Pakistan on July 25th
- Returning: Dubai on August 10th.

PNR creation process for the passenger: After every command, we press the enter button of the keyboard.

1. First, we have to ignore the previous work.

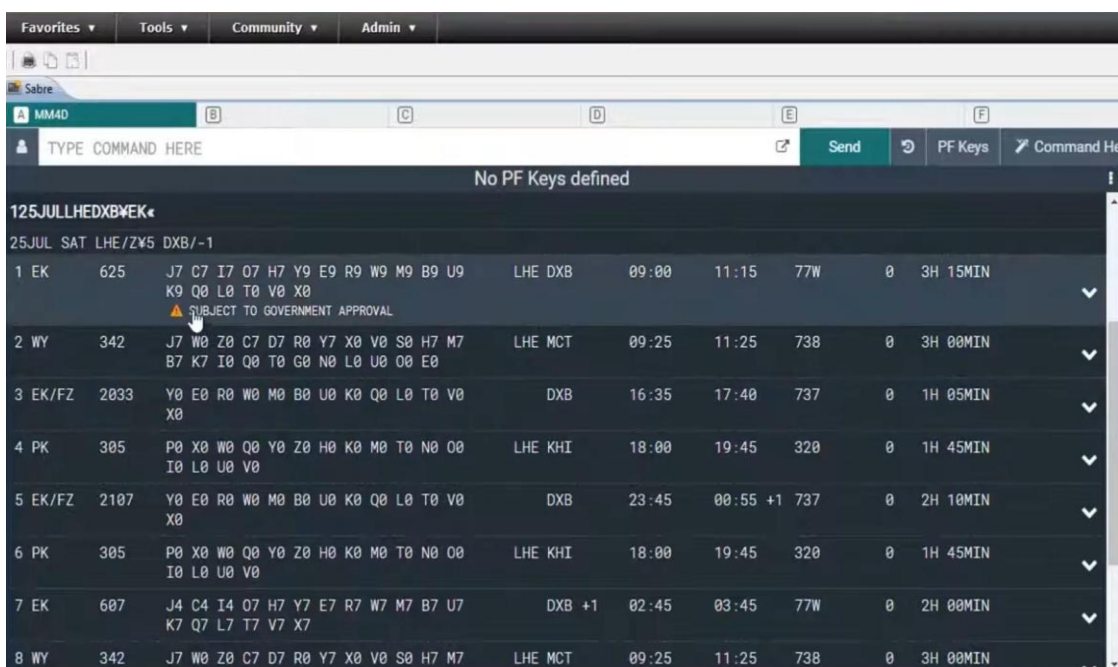
Command: I



- Availability: We are taking availability of Emirates Airline on 25 July from Lahore to Dubai.

Command: 125JULLHEDXB¥EK

Where, 1 is used to take availability and 25JUL is the date, LHE is the code of Lahore and DXB is the code of Dubai. Then Cross-of-Lorraine (¥). Finally, EK is the code of Emirates Airlines.

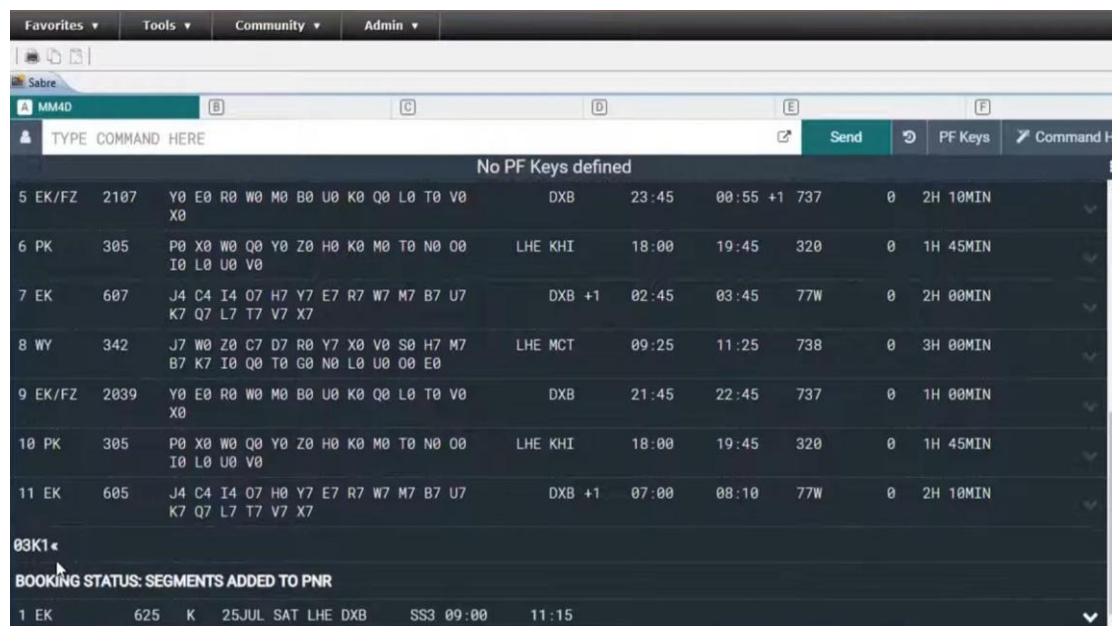


Here in the first line, EK is airline code 625 is the flight number. From J to X are different classes. LHEDXN is the pair of countries from Lahore to Dubai. 09:00 is departure time from Lahore (local time) and 11:15 is the arrival time in Dubai (local time).

3. Seat Selling: After checking the availability, we can sell seats for the passenger. There are four passengers but we will take three seats because an infant doesn't need a seat. The selling command is,

Command: 03K1

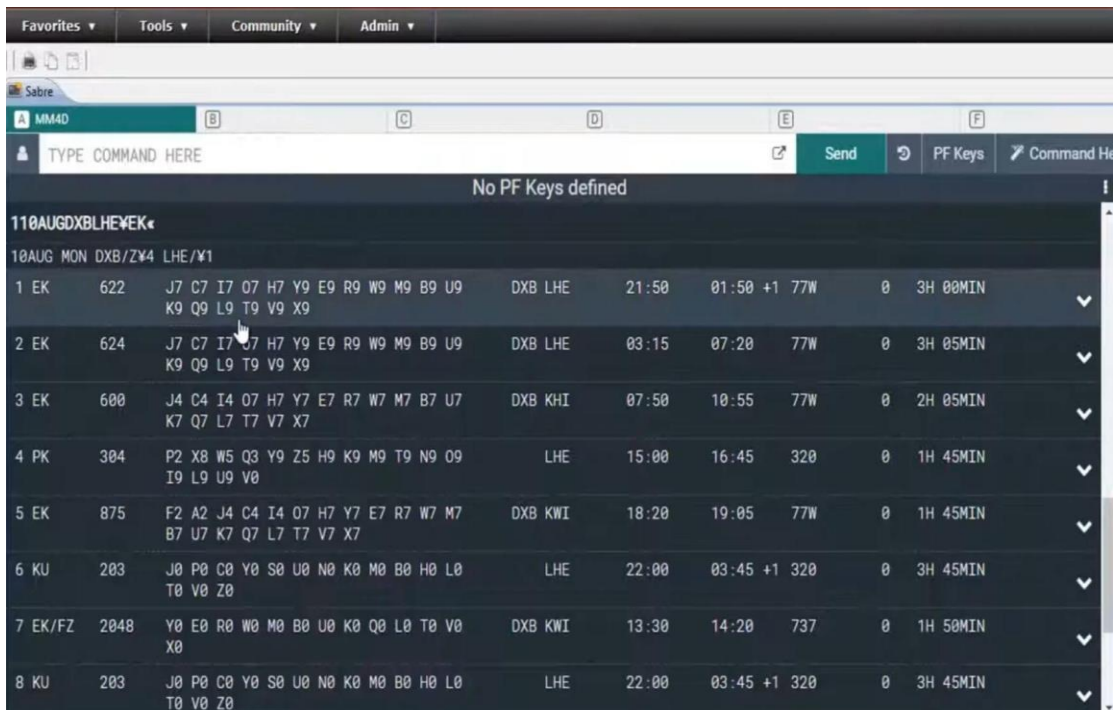
Where 0 is used for seat selling, 3 is the number of seats required, K is the desired class. And lastly, 1 is the line number in which we are selling.



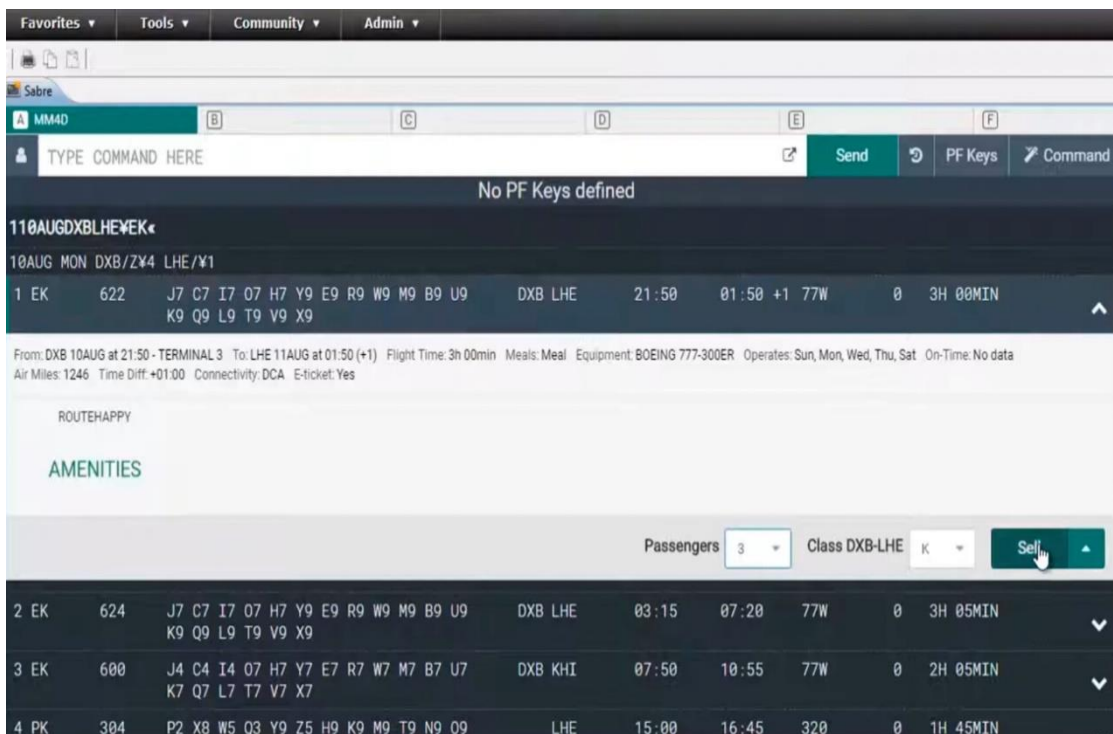
4. Return Availability: Then we have to take the return availability. We are taking availability of Emirates Airline on 10 August from Dubai to Lahore.

Command: 110AUGDXBLHE¥EK

Where, 1 is used to take availability and 10AUG is the date, DXB is the code of Dubai and LHE is the code of Lahore. Then Cross-of-Lorraine (¥) sign used before airline code which is available right before entering buttons normally results in the button being '. Finally, EK is the code of Emirates Airlines.



- Return Seat Selling: After checking the return availability, we can sell seats for the passenger by giving the same Command, as we used before or we can do this automatically by giving the information of seats required and desired class.



6. Name Element: After taking the required seat, we need to put the name entry of the passengers.

Command:

-AHMED/KHAN MR

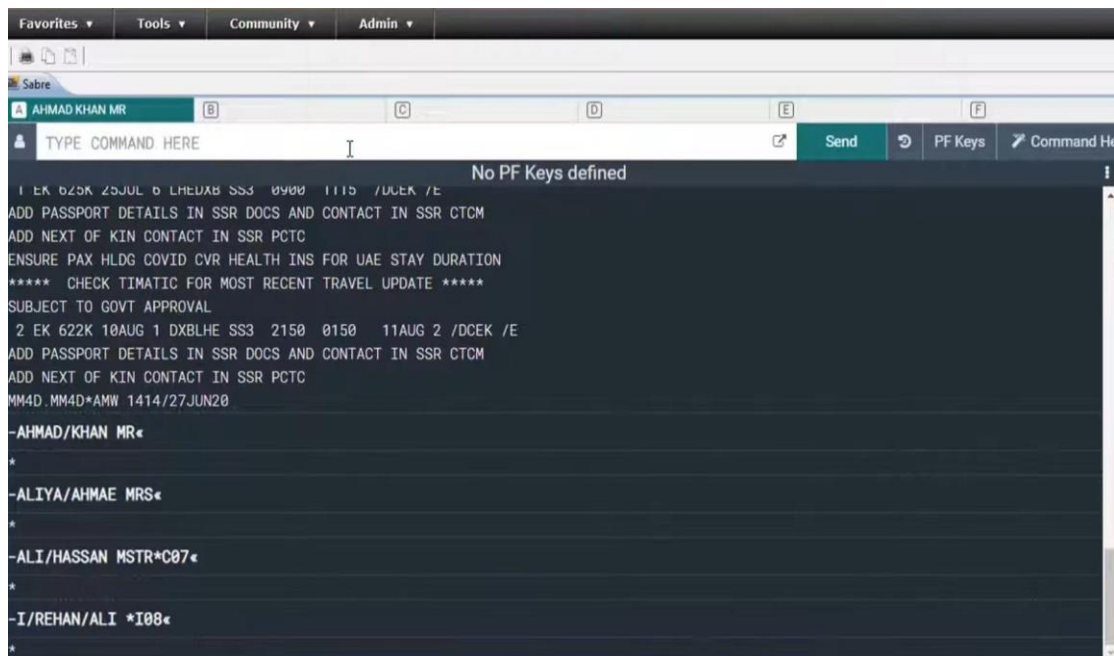
-ALIYA/AHMAD MRS

-ALI/HASAN MSTR*C07

-I/REHAN/ALI *I08

Here, - is the code for the name element. In the first command, AHMED is the last name and KHAN is the first name and MR is the title.

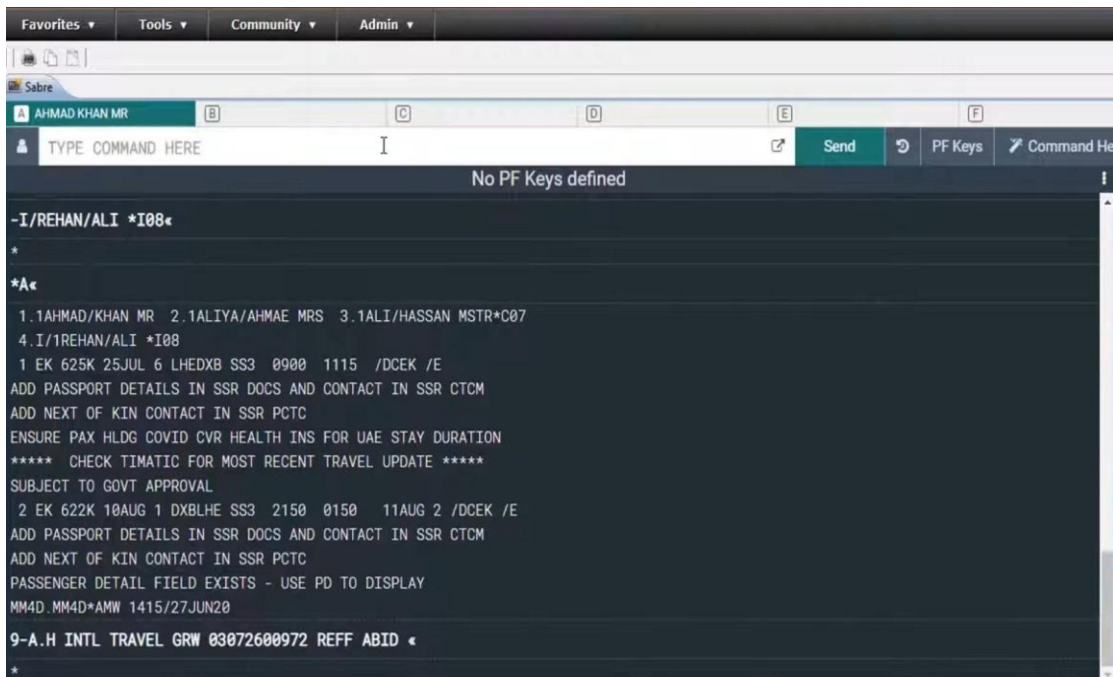
In the second command, ALIYA is the last name and AHMAD is the first name. Then the child's name, ALI is the last name and HASAN is the first name. MSTR is the title for a child and 07 is the age of the child which is 7 years. In the last command, I is the code for Infant, REHAN is the last name and ALI is the first name. Then I for infant and 08 is the age of infant which is 8 months.



7. Contact Element: After putting the passenger name element, we have to put the agency details or contact details of the person creating the PNR.

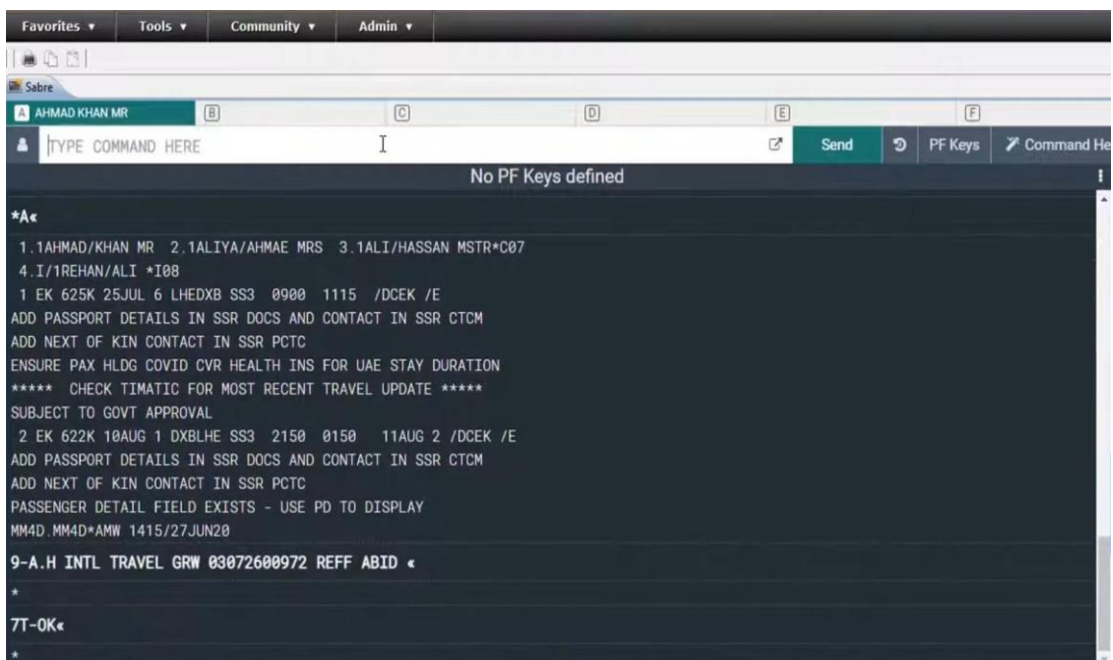
Command: 9-A.H INTL TRAVEL GRW 03072600972 REF ABID

Here, AP is code for contact element, DAC is the city code of Dhaka. TRIP TRICKS is the agency name. REF is the code for reference. FOYSAL is the name of the person making the booking and then phone number.



8. Ticketing Field: Then we have to put the ticketing field.

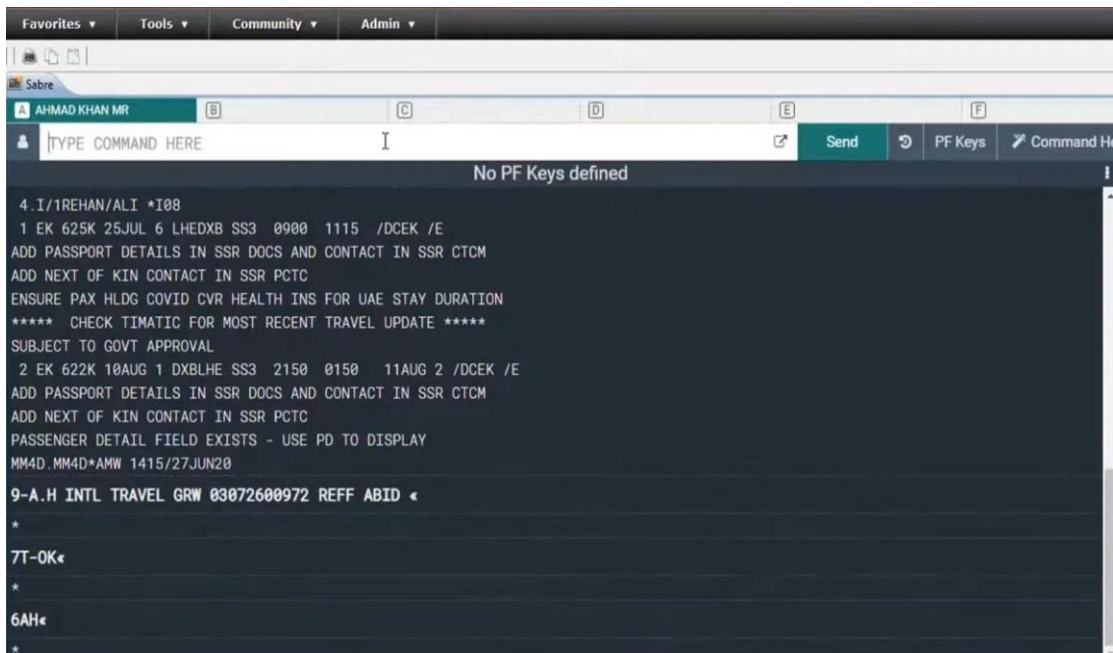
Command: 7T-OK



9. Received Field: After adding the ticketing field, we have to put the received field command to save the booking.

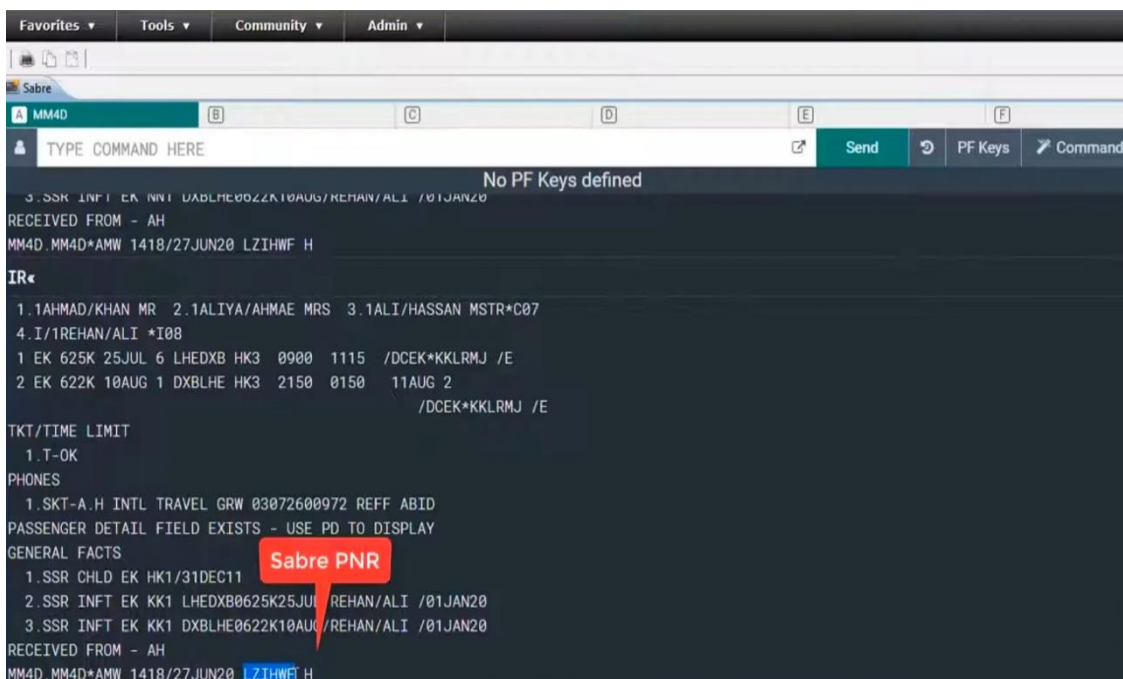
Command: 6AH

Where, 6 is the received field code and AH is the name of the person making the booking.



10. PNR Completion: Then finally we will put the PNR completion command to complete the PNR.

Command: ER
ER
IR

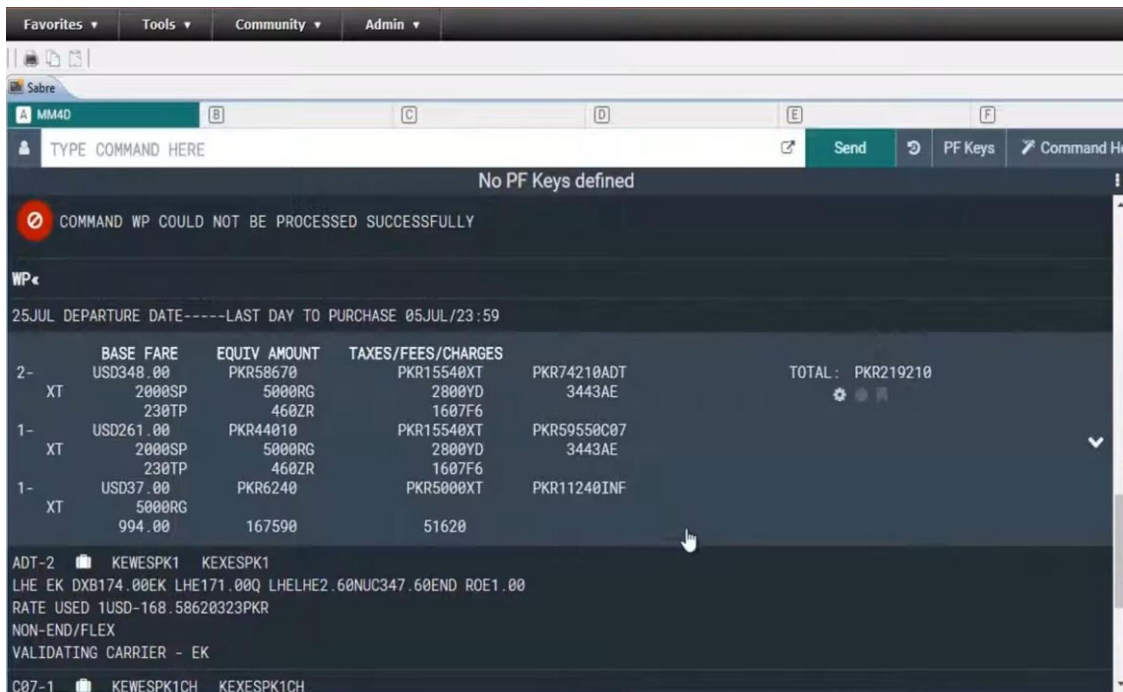


Now, the PNR is completed with PNR code, which is LZIHWF.

11. Fare Show: After completing the PNR, we need to see the fare of the flight. The following command,

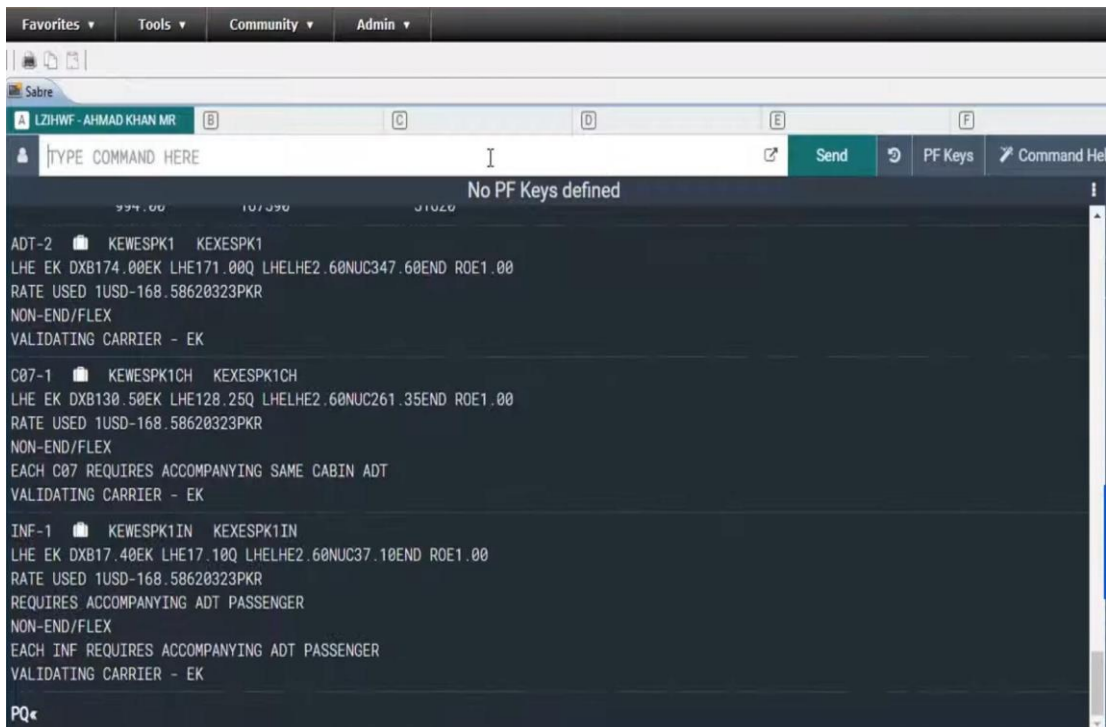
Command: WP

The adult passenger fare is BDT 74210, the child fare is BDT 59555, and the infant fare is BDT 11240, as can be seen in the following image. Two adults will be traveling, therefore the total fare will be BDT 219210.



12. Fair Load: After showing the fair, we have to load the fair on the PNR. The command will be,

Command: PQ



Finally our PNR is completed with fare. After completing PNR, we can issue the ticket within the time limit. So, this the process of booking a ticket on Sabre red.

4.7 Airline Reservation Websites

A customer can enter their travel needs on an airline reservation website, including the city of departure, destination, departure date, return date, and class of travel. After receiving this data, the airline reservation website will present a list of accessible flights, accommodations, and excursions that the customer can subsequently book. The business rules and procedures that package the material and offer the option to shop and buy are what give an airline reservation website its true worth. This includes specifications for packing and evaluation, unique displays for different clients and distribution channels, business policies, and look at and payment forms. Many people now regularly conduct online searches, and the Internet is now their first stop when looking for information online.

In our nation, there are numerous airlines including Biman Bangladesh Airlines, Novo air, Salam Air, US Bangla Airlines, and others. The majority of airlines follow a very standard process for booking tickets. That's why the booking process is quite similar to each other.

As it is already known that Air Trip International makes reservations for flights via a number of online-based airline booking services. Now I'll demonstrate how to check fares, make reservations and buy an air ticket on different airline reservation websites that Air Trip International uses.

4.8 Salam Air

Salam Air is a low-cost airline or carrier. The origin of Salam Air is in Oman, with its main office located at Muscat International Airport. Salam Air has expanded quickly, and they now travel to over 32 destinations in the Middle East, Asia, and Europe.

4.9 Salam Air Training Scenario:

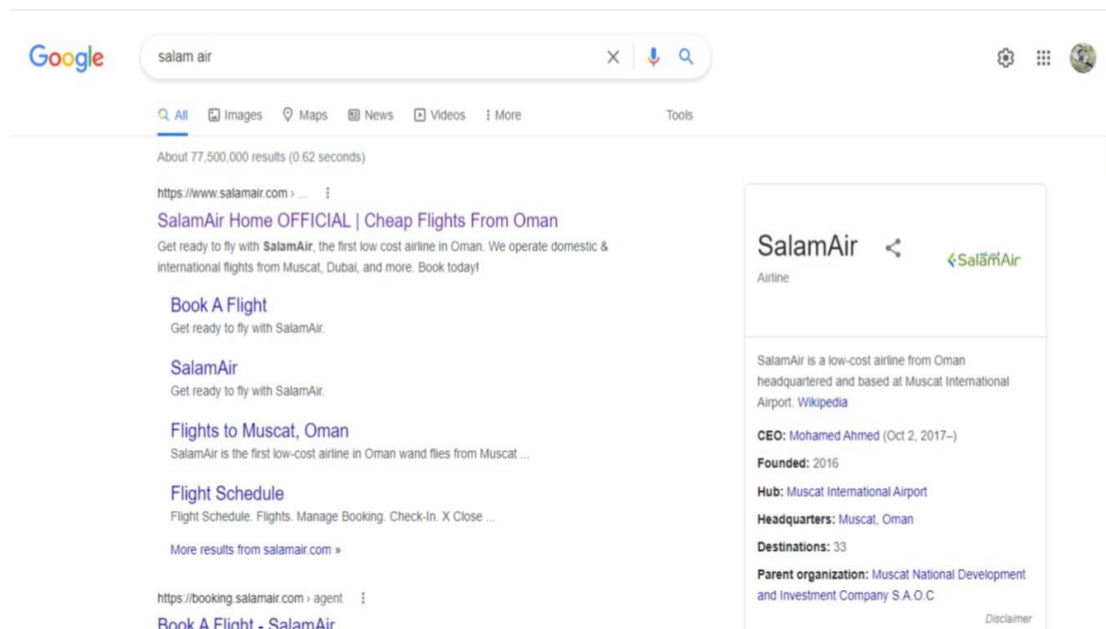
- Check fare
- Reserve and buy a ticket

Passenger Scenario:

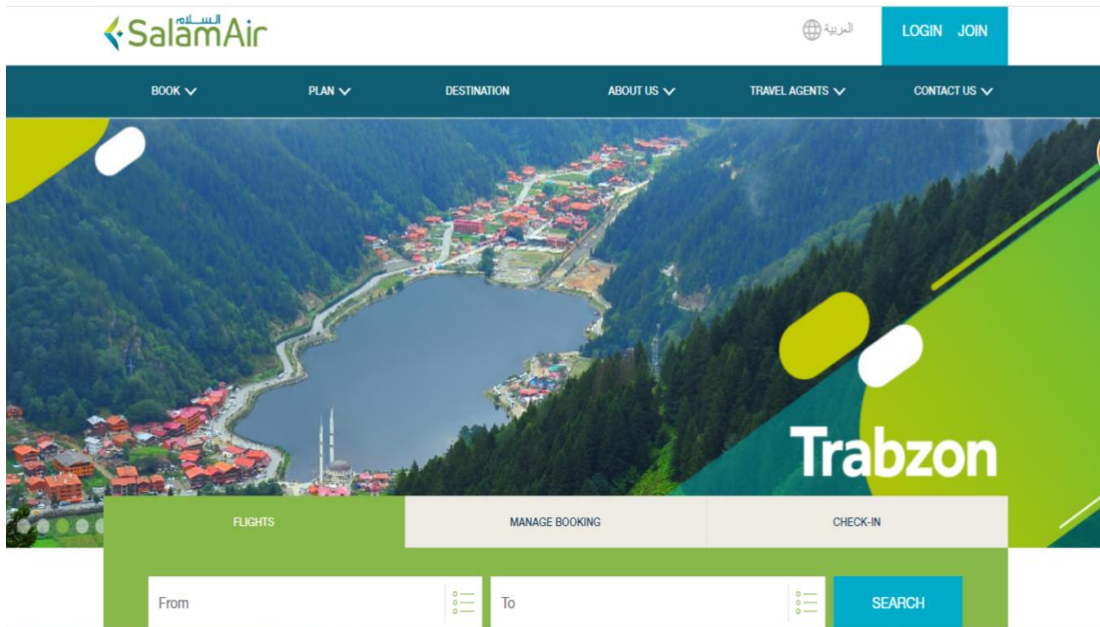
- Client : Mr. Maidul Islam Tuhin
- Objective: One way flight to Dubai.
- Departing: Dhaka, Bangladesh on 10th September.

Step by step process to buy a ticket:

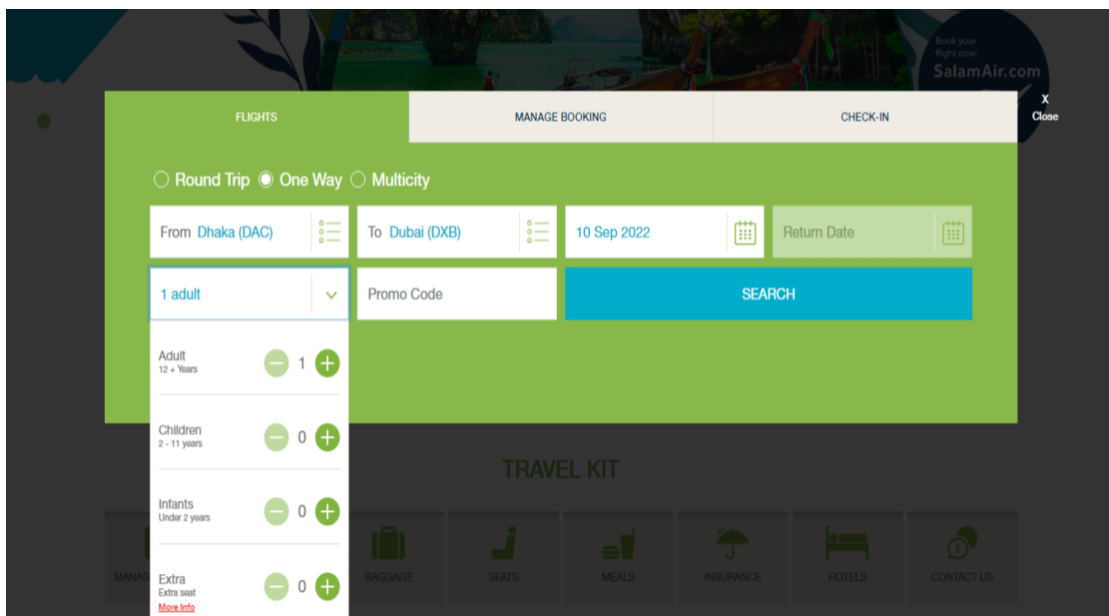
1. First, we have to go to the Salam Air website from any browser.



2. Then we will see the page from where we can check the fare.

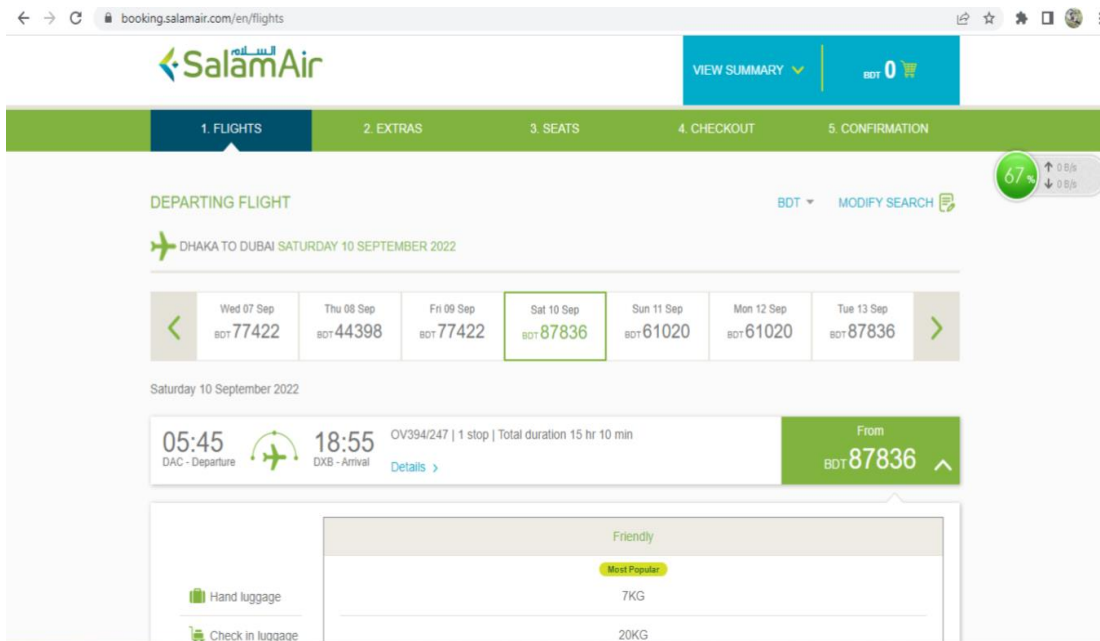


3. Now we will give the information in this page to check the fare according to the passenger scenario.

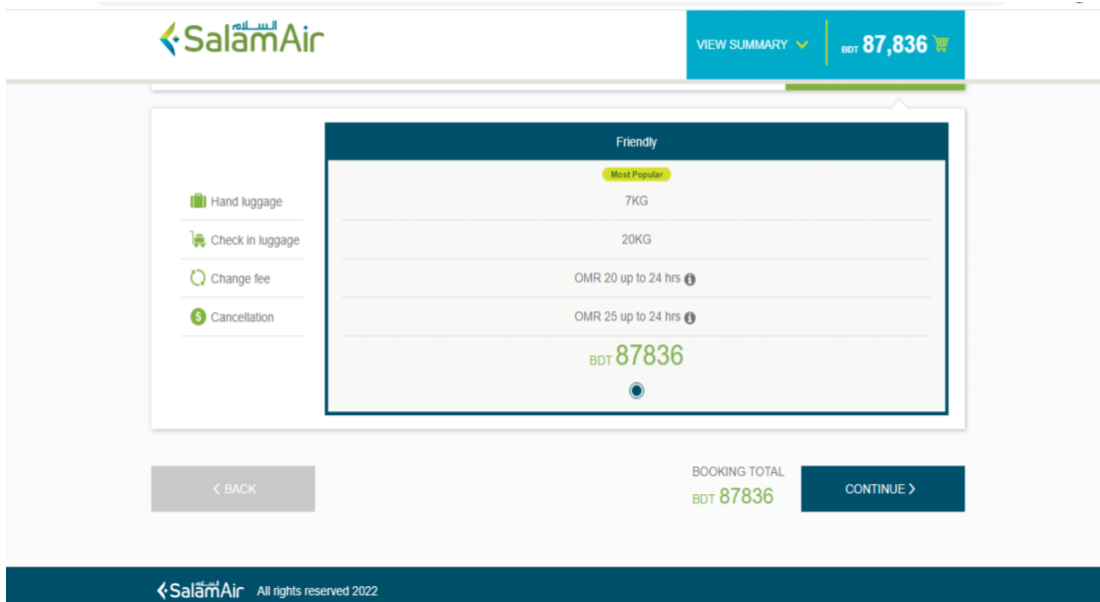


We chose a one-way flight from Dhaka to Dubai because the passenger desires to travel there. The next step is to put the date when the passenger wants to visit and select the number of passengers. We have selected one adult as there is just one adult passenger in this situation. Next, we'll look for a good deal.

4. Here in this page "FLIGHTS", we will see the fares of the flight. At the top of the page, it is shown the cheapest fares from 7 September to 13 September. We can also see the fares of next dates if we want. Then, we can see the departure and arrival time.

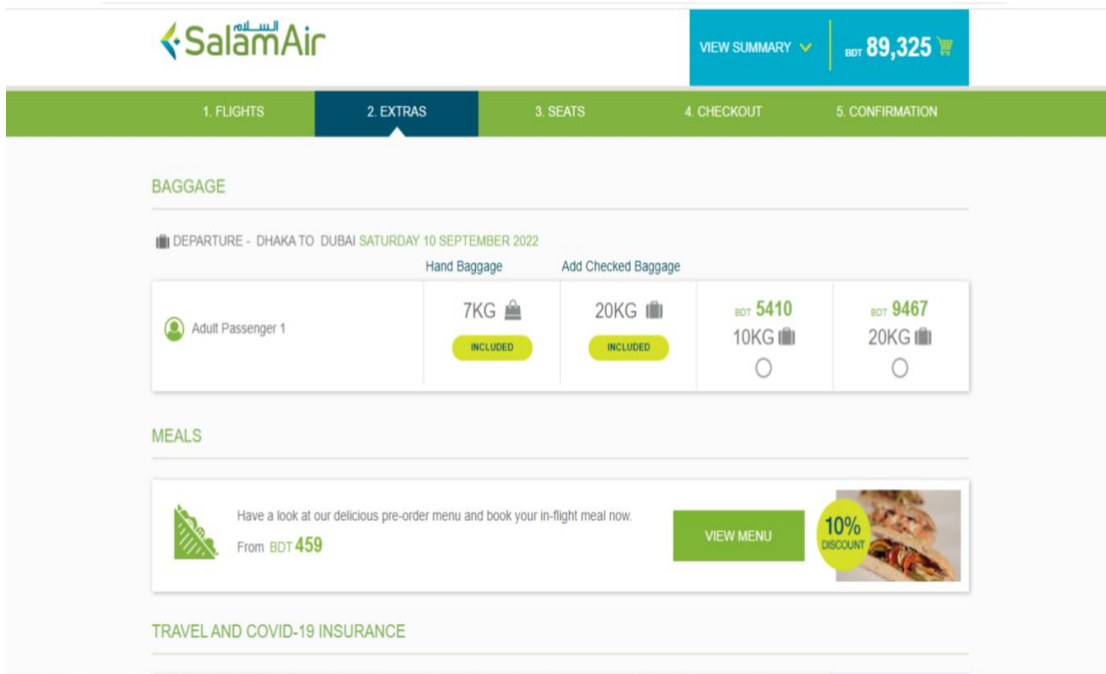


The passenger wants to visit in 10 September, so we will take the fare on that date and the fare is BDT 87836. At the end of this page, we have to select the class of the flight.

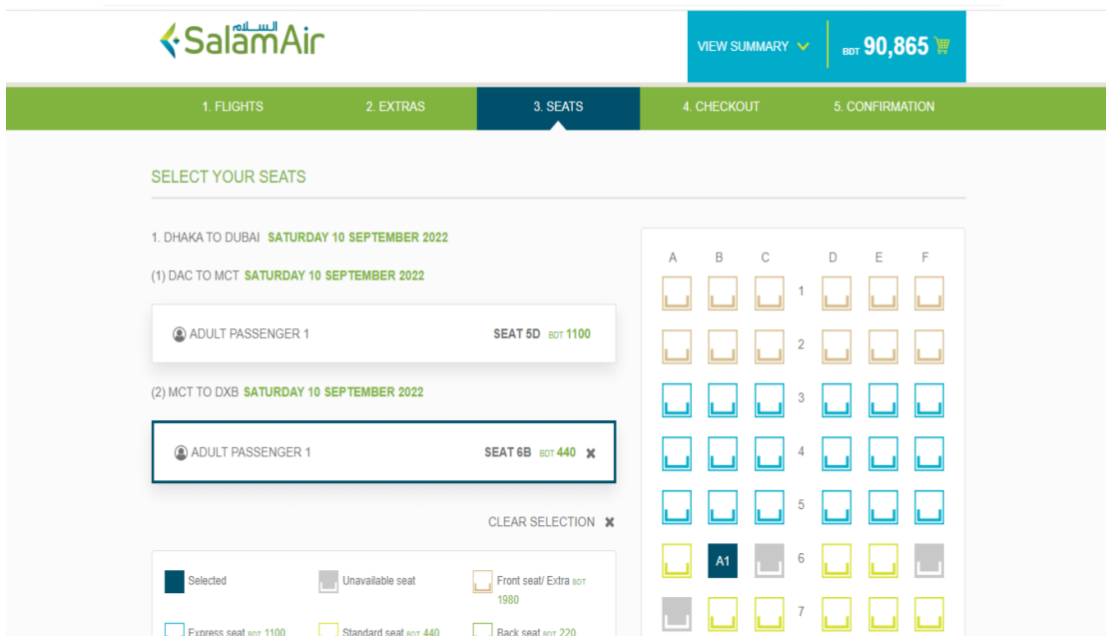


We choose Friendly class because it offers the cheapest price than other classes. Then we will continue for the next page.

- In this page "EXTRAS" we have to select the baggage weight, meal requirements, travel and Covid-19 insurance. After selecting all these requirements, we will continue for the next page.



6. In this page "SEATS" we have to choose the appropriate seat for the passenger.



7. After selecting the seats, we will go to the "CHECKOUT" page. Here we have to give the passenger information as per passenger scenario.

SalamAir VIEW SUMMARY BDT 90,865

1. FLIGHTS 2. EXTRAS 3. SEATS 4. CHECKOUT 5. CONFIRMATION

PASSENGERS DETAILS [Login](#)

* Please enter passenger names as per ID or Passport

Adult Passenger 1 Date of Birth *

MR Maidul Islam 7 Jun 1997

CONTACT INFO

imranalexthuhin@gmail.com imranalexthuhin@gmail.com 880 1682397109

880 1753367326 Bangladesh

Register Member Account

8. After giving the page information, we have to scroll down the page and see the payment options. We have to pay for the ticket within the time limit to confirm the ticket.

SalamAir VIEW SUMMARY BDT 90,865

microbiological testing for COVID-19

PAYMENT OPTIONS

I have read, understand and agree to the following terms and conditions, web usage policy, and baggage policy.

CREDIT CARDS / DEBITCARDS VISA MasterCard

OMAN DEBIT CARD OmaniNet

I HAVE A VOUCHER

Card Number

Name on Card

Expiration

MM/YY Security Code

TOTAL AMOUNT DUE

Ticket Price BDT 90865.00

After completing the payment process, the ticket will be confirmed for the passenger. So, this is the complete process of buy a ticket in Salam Air.

4.10 Novo Air

The NOVOAIR airline is situated in Dhaka, Bangladesh, and primarily flies local routes. From Dhaka, it offers 25 flights daily to the eight locations. The eight locations are Barisal, Chittagong, Cox's Bazar, Jashore, Rajshahi, Saidpur, Sylhet and Kolkata.

4.11 Novo air Training Scenario:

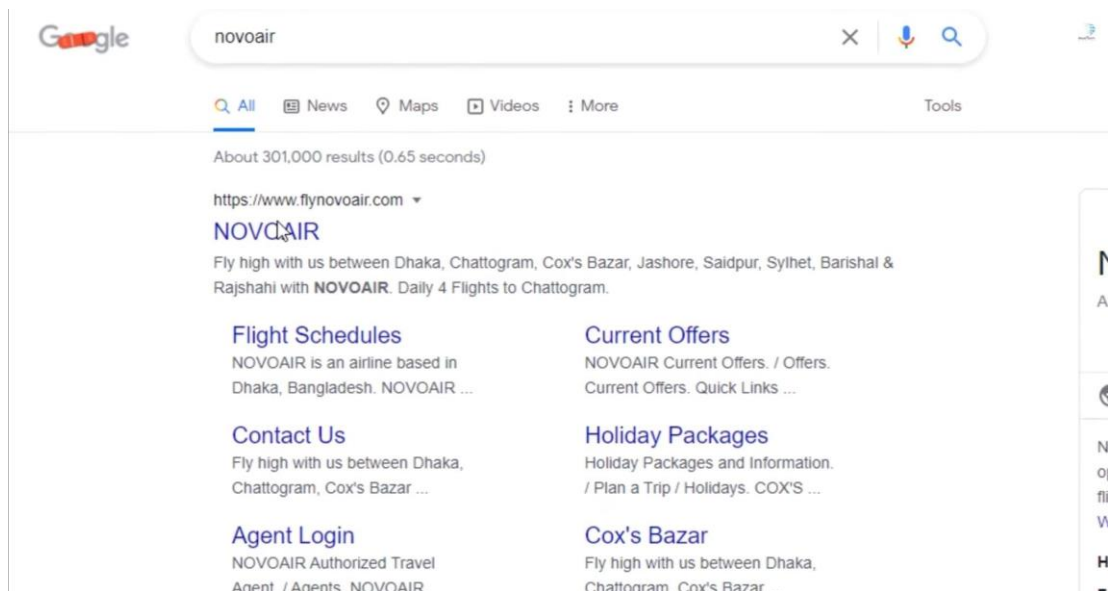
- Check fare
- Reserve and buy a ticket

Passenger Scenario:

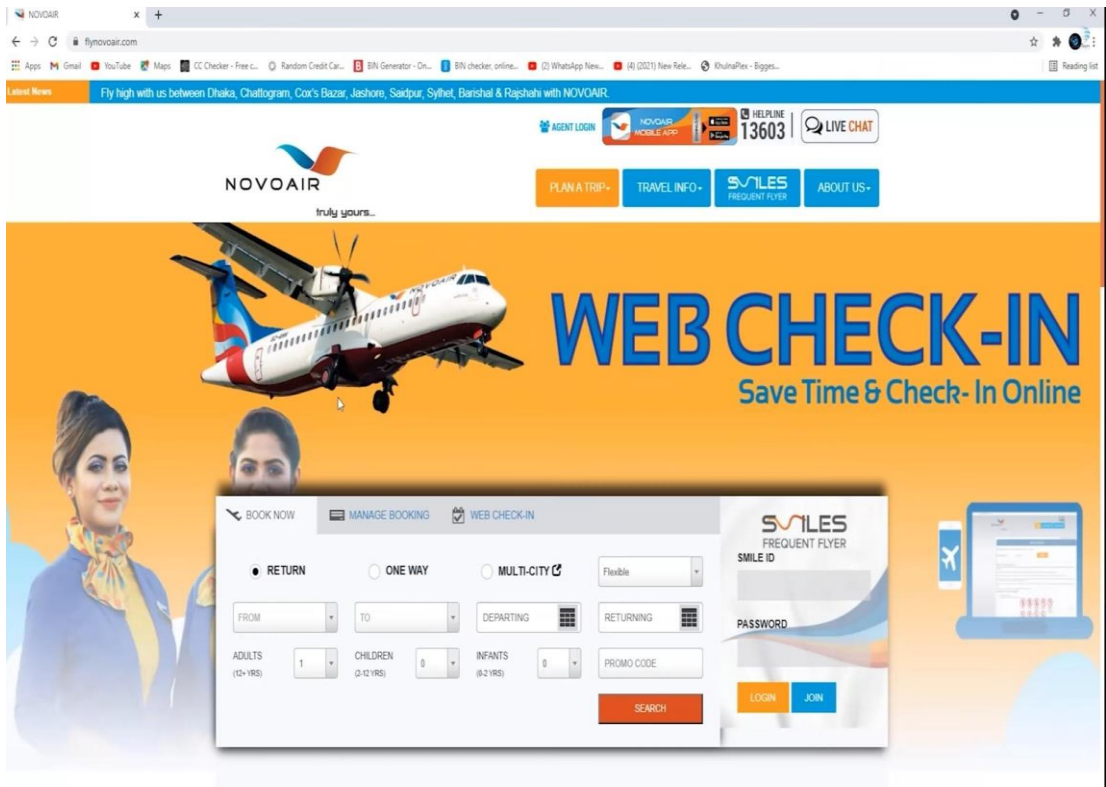
- Client : Mr. Mahafuj Alam (31 March, 1990)
- Objective: One way flight to Chattogram.
- Departing: Dhaka, Bangladesh on 9th June.

Step by step process to buy a ticket:

1. First, we have to go to the Novo air website from any browser.



2. Then we will see the page from where we can check the fare.



3. Now we will give the information in this page to check the fare according to the passenger scenario.

The screenshot shows a flight booking form with the following details:

- Navigation:** BOOK NOW, MANAGE BOOKING, WEB CHECK-IN
- Flight Type:** RETURN (unselected), ONE WAY (selected), MULTI-CITY (unselected)
- Flexibility:** Flexible (dropdown menu)
- Origin:** Dhaka (dropdown menu)
- Destination:** Chattogram (dropdown menu)
- Date:** 2021-06-02 (calendar icon)
- Passengers:**
 - ADULTS (12+ YRS): 1 (dropdown menu)
 - CHILDREN (2-12 YRS): 0 (dropdown menu)
 - INFANTS (0-2 YRS): 0 (dropdown menu)
- Promo Code:** PROMO CODE (input field)
- Action:** SEARCH (orange button with a hand cursor)

Below the form, the text "FARE DEALS" is visible, underlined.

The passenger wants to go from Dhaka to Chattogram, that's why we choose one way from Dhaka to Chattogram flight. Then we have to put the date and select the number of the passengers. Here we have one adult passenger that's why we choose one adult. And then we will search for the fare.

- Then we will see the fares of the flight. At the top, the cheapest seat fares from 6 June to 12 June are shown. At the left, we can see the departure and arrival time. And at the right, we can see the fares of different classes in the flight.

ADULTS (12+) Adults: 1 CHILDREN (2-11) None INFANTS (UNDER 2) None Promo Code

SEARCH

DEPARTURE

Sunday 06-Jun as low as BDT 3,499 Monday 07-Jun as low as BDT 3,499 Tuesday 08-Jun as low as BDT 3,499 Wednesday 09-Jun as low as BDT 3,499 Thursday 10-Jun as low as BDT 3,499 Friday 11-Jun as low as BDT 3,499 Saturday 12-Jun as low as BDT 3,499

Dhaka DAC Chattogram CGP

	SPECIAL PROMO	PROMO	SPECIAL	DISCOUNT	SAVER	FLEXIBLE
7:30AM VQ-901 → Nonstop 55min → 8:25AM ATR725	BDT 3,499	BDT 3,699	BDT 5,200	BDT 6,200	BDT 7,200	BDT 8,000
10:00AM VQ-903 → Nonstop 55min → 10:55AM ATR725	BDT 3,499	BDT 3,699	BDT 5,200	BDT 6,200	BDT 7,200	BDT 8,000
1:00PM VQ-909 → Nonstop 55min → 1:55PM ATR725	BDT 3,499	BDT 3,699	BDT 5,200	BDT 6,200	BDT 7,200	BDT 8,000
3:00PM VQ-911 → Nonstop → 3:55PM ATR725	BDT 3,499	BDT 3,699	BDT 5,200	BDT 6,200	BDT 7,200	BDT 8,000

We want to take the cheapest price that's why we will select Special Promo class which fare is BDT 3,499.

- After selecting the fare, we will get the page where we have to accept the terms and conditions of the flight. And then we have to select continue for the next page.

SEARCH

DEPARTURE

FROM: Dhaka DAC TO: Chattogram CGP

09-Jun-2021 7:30AM VQ-901 → Nonstop 55min → 8:25AM ATR725

SPECIAL PROMO BDT 3,499 BDT 3,499

TERMS & CONDITIONS

AMOUNT DUE: BDT 3,499

I accept the Terms & Conditions CONTINUE

Copyright © 2021 NOVOAIR

- In this page, we have to give the passenger information which are name, date of birth, email and phone number.

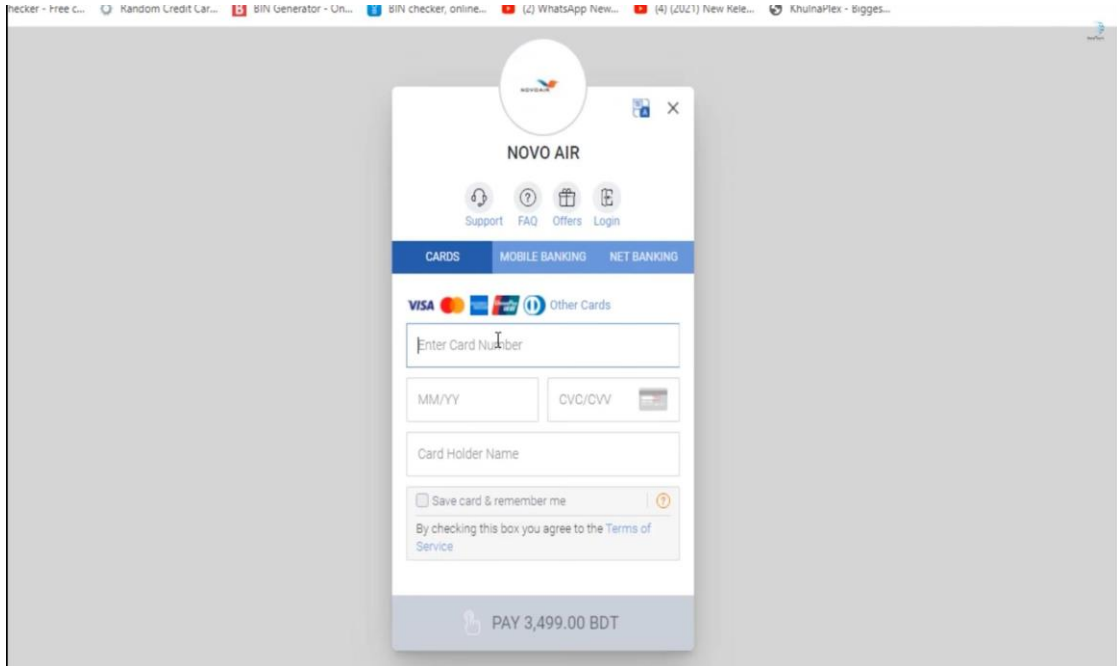
And at the end, we have to select the mode of flight reminders. You can choose via SMS or Email or both of them. We will choose both of them for flight reminders. Then we have to continue again for the next page.

- Here we can see the reservation of the ticket is done with all information. This ticket will be reserved for 30 minutes. That means we have to pay and confirm the ticket between 2.04 PM.

TRIP SEGMENT	CHANGE FEES	CANCEL FEES
Dhaka to Chattogram	more than 24 hours before departure: BDT 1,200 within 24 hours of departure: BDT 1,500	more than 24 hours before departure: BDT 1,500 within 6 hours of departure: BDT 2,000

At the right side of the page, different options for this reservation are given. We want to pay for this ticket, so we will choose the first option which is Complete Purchase.

8. Then we can pay for the ticket via Cards, Mobile banking or Net banking.



After completing the payment process, the ticket will be confirmed for the passenger. So, this is the complete process of buy a ticket in Novo air.

CHAPTER – 05

SWOT ANALYSIS

5.1 SWOT Analysis of Air Trip International Ltd.

Strength

- Offering a variety of travel related services.
- Comparing price from different airlines.
- Trained professional staff.
- Frequently offers discount to loyal customers.

Weakness

- Lack of different language skill
- Very competitive market
- Cost disadvantage
- Traditional marketing strategy

SWOT Analysis

Opportunities

- Increasing consumer demand for tourism services
- Better technology
- Introduce new modern systems or software
- happy customers

Threats

- Covid-19 pandemic
- Visa restrictions
- Increasing oil prices leads to more expensive flights
- Consumers becoming price sensitive

Strengths

- Offering a variety of travel related services as well as best travel deals.
- Wide distribution network and can compare price from different airlines.
- Trained professional staff.
- Delivering high quality customer service.
- Frequently offers discounts and loyalty programs for loyal customers.

Weakness

- Lack of different language skill.
- Very competitive market, significant price based competitors.
- Cost disadvantage
- Traditional marketing strategy.

Opportunities

- Increasing consumer demand for tourism and tour related services.
- Better technology: Providing better technology to the travel agents for increase productivity. High-speed internet allows for fast communication.
- Introduce new modern systems or software.
- Happy customers – positive reviews received from the travelers.

Threats

- Covid-19 pandemic
- Visa restrictions
- Increasing oil prices leads to more expensive flights
- Consumers becoming more price sensitive

CHAPTER – 06
FINDINGS, RECOMMENDATIONS &
CONCLUSIONS

6.1 Findings

I discovered some positive purpose of Air Trip International, while I was completing my internship there.

- ❖ **Cost effectiveness:** Air trip is always try to save money as much as possible on the tickets and give the best services at the same time.
- ❖ **No hidden charges:** There is no hidden charges. All the costs are very clear to the passengers. And passengers are very satisfied about these.
- ❖ **Helpful and skillful employees:** The management and employees are very helpful. During my internship, they help me a lot. They are also skillful as well as experienced for their job.
- ❖ **Better facilities:** For their customers, Air Trip offers good facilities. The workplace is spacious and nicely furnished. Additionally, provide enough waiting areas for the clients.
- ❖ **Technical support:** They offer technical assistance for any inconvenience. The technical staff assists travel agents in running efficiently. They fix any problems with computers, operating systems, the internet, and technology.

Some negative point of Air Trip International Ltd.

- ❖ **Poor time management:** When I was completing my internship, I witnessed some employees' poor time management.
- ❖ **Commission based salary:** Employees of travel agencies are salaried on a commission basis. The majority of an employee's earnings come from his selling skills.
- ❖ **Short flexibility:** I saw that there wasn't much flexibility for students while I was working my internship. Everyone is extremely busy, thus it can be challenging for students to learn the material properly.

6.2 Recommendations

- ❖ **Time management:** The process of planning and controlling how much time to spend on specific activities is known as time management. Air Trip International must keep accurate time in order to improve efficiency and productivity.
- ❖ **Enthusiasm:** The enthusiasm of Air Trip International needs to be increased. They must be driven and enthusiastic because they work under pressure. They should continue to be excited about what they offer, and their customers will catch on. They must maintain their high standards.
- ❖ **Better connection of internet:** The internet connection of Air Trip International is strong and quick. However, occasionally they face issues with their internet connection, such as when it becomes slow or doesn't function at all. They can use an alternative internet connection to address this problem for improved performance.
- ❖ **Focus on marketing:** Market focus means understanding the customers. It involves understanding competitors and anticipating their next strategy or tactics, as well as understanding the overall dynamics and forces in the marketplace. Air Trip International needs to focus on marketing to be more successful on their business.
- ❖ **Create more flexibility:** Air Trip International is a large and well-known travel agency in Bangladesh. As a result, they can create more facilities and learning environment for students because there aren't enough opportunities for tourism-related students to learn these subjects.

6.3 Conclusion

The travel industry is a highly competitive sector focused on high-touch customer oriented service. Air Trip International has a significant role in the travel industry. It has established a reputation for being Bangladesh's top travel agency. Beside this, it is equipped with the major GDS systems, as well as airlines reservation and ticketing websites. The management is really helpful, and the atmosphere is quite welcoming. So working in this travel agency is an amazing and beneficial experience for me. I now have a better understanding of the air ticketing and reservation system because of this whole allocated work. Without a doubt, the opportunity to complete my practicum in the prominent tourism sector was stunning and very useful, which has increased my knowledge and functional information. It will truly help me in future.



এয়ার ট্রিপ
ইন্টারন্যাশনাল লিঃ **Air Trip**
International Ltd.
(A Sister Concern of Times Group)

Ref: ATU/TR/0007

Date: 4th April, 2022.

Certificate of Internship Completion

This is to certify that **Md. Maidul Islam Tuhin (Student ID: 173-43-298)** has successfully complete his internship program on "Air Ticketing & Reservation System" spending 06 (Six) months (from 28th September 2021 to 28th March 2022) in our company.

We Air Trip International Ltd. wishes him every success in his future endeavors.

Mohammed Nasir Uddin
General Manager



টাইমস গ্রুপ
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www.timesgroupbd.com, www.timesasi.com, www.timesenterprisebd.com

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10. <https://www.sabre.com/products/sabre-red-360/>
11. <https://www.salamair.com/en/>
12. <https://www.flynovovoir.com/>