

# Home Based Travel Agent Program

## New Travel Owner's Training



**Training Schedule:** Training times are scheduled on Saturdays from 9:00 AM - 1:00 PM. Please refer to the following list of dates. **Reservations** are required to attend. Please call ITI @ **713 785 4268** to confirm or complete the Online Enrollment form from the web site.

In 2009 - *January 10; February 14; March 14; April 18; May 16; June 13; July 18; August 15; September 19; October 17; November 14; and December 05*

### SAMPLE AGENDA FOR OWNER'S TRAINING:

- **8:45 AM** Arrival time @ ITI to attend training. Refreshments are provided.

**9:00 AM - 10:20 AM** Welcome and distribution of ITI Cruise & Tour Manual. Discussion of office procedures , and defining working relationship between IC, Host Agency and travel vendors regarding sales, deposits, final payments and distribution of travel document policies, and commissions

#### Presentation and Discussion of:

ARC - Airlines Reporting Corporation - Use of ARC# for commission earnings for air, car rental, cruise, hotel, tour sales; ARC settlement plan for ticket sales

IATAN - International Airline Travel Agent Network - Travel Agent eligibility for inclusion on the IATAN Personnel List and Reduced Rate travel benefits; IATAN Card Requirements

CLIA - Cruise Lines International Association; travel agent eligibility for associate membership and CLIA Photo ID Card; online & classroom training; cruise line commissions and reduced rate travel policies

IC'S business use of membership in ASTA, NACTA, PATH, OSSN Associations; IC'S access to travel training programs from 'The Travel Institute'; government tourist offices and various travel trade publications in which the IC may participate.

#### Presentation & Discussion of Cruise & Tour Manual Sections:

Cruise Line Quick Reference #'s	Cruise Line Contacts
Cruise Commissions	Cruise Booking Terms
ITH Preferred Cruise Lines	Cruise Group Fund Raising Programs
Best Cruise Line Choices	Deck Plan Considerations
Pick the Right Cruise Cabin	Results Cruise Group Blocks

#### Preferred Tour Operators

Results Travel Marketing Login; Introduction to this user friendly web site which provides list of preferred travel vendors, commission percentages, weekly cruise digest newsletter, State Department Travel Advisories and Marketing Resources; Quick Reference Guide; Tour Operators Profiles; Travel Insurance Vendors, comparison of policies and signed waiver examples.

**10:20 AM - 10:35 AM** Mid-morning break

## Tentative Training Agenda Continued...

### 10:35 AM - 11:45 AM Tour Operator Booking Engine Overview



Travel agents must use various booking methods to make travel reservations for their clients. This section of our seminar is to introduce to you a few of the major tour operator internet booking engines.

VAX is one of the travel industry's major online booking engines used by travel agents to book air, cruise, hotel and tour reservations for approximately 20 different tour companies. Travel agents booking leisure travel **need to know** how to use this booking engine.

Additional agent booking engines reviewed are World Agent Direct; Blue Sky Tours; and GOGO Tours.

### 11:45 AM - 12:00 N Late morning break

### 12:00 N - 1:00 PM Hotels

Hotel Booking Options ; Hotel & Travel Index Link; CCRA Hotel Online Booking

#### Amadeus User Products for IC

Amadeus Online Booking Engine  
Amadeus Cruise  
Amadeus E-University Training

Amadeus AgentNet.  
Amadeus Cruise Quick Reference  
Amadeus Consolidated Shopper



#### Forms -- Office, Customer Use

Check Request  
Disclosure Notice  
Cruise & Tour Booking Forms

Credit Card Signature Form  
Reservations - Air/Auto/Hotel

Summary - Additional handout of trade publications; travel and management articles; filing system for brochures; and web site handout listing IC options on web site choices.

#### NOTE:

Timeliness: ITI requests participants arrive at 8:45 AM at the latest. The amount of travel industry material for presentation and discussion requires on-time schedule observance throughout.

Dress: Please dress comfortable. Business casual attire is most acceptable.

Limited Seating: The classroom provides six desk areas with computers. Husband/wife or partners will sit comfortably with two to a desk.

Tuition Payment & C&T Manual: **\$135** Course tuition must be pre-paid or arrangements made to pay morning class start. Note: \$135 per person; Partners or spouses may attend at a discounted rate of \$75 per person. Limit one partner or spouse. Additional Cruise & Tour Manuals are \$35 per manual.

Location: International Travel Institute  
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