



India Travel & Tourism Institute

I.T.T.I

Brochure

Air Ticketing, Travel & Tourism Training Program

Our Knowledge & Technology Partners:



Travelport Galileo Certified Training Academy





[Build your career with the leader in Travel & Tourism Training Provider!](#)

“Travelling. It leaves you speechless, then turns you into a storyteller”

We **open up the world of opportunities** for those who seek a **bright future**

Aviation Passenger numbers are set to double by 2035!

Imagine the career opportunities this offers you!



Designed and delivered by travel Industry experts, Our Courses are the best choice to fast-track your travel career. Experience practical hands-on training from one of India's best-known and most experienced travel brands.

“To be the best you need to learn from the best”

Our experienced facilitators know exactly what's required to be successful in the industry –and how to teach it using real life experiences.



Our Core Objectives of Training

Tailored Made Training

With a detailed eye on the market's requirement, we aim at custom-designed coursework and training material to enhance the hidden talents of our students and maximize their capabilities for assisting them to gain success in travel industry.

Demonstrated Capability

I.T.T.I. has been highly preferred by many students and their parents. We are well-known Travel and Tourism Training institute from across the entire spectrum of the travel domain. Students from almost every state come here and learn in ease. We provide a professional academic atmosphere to adapt in multi-culture environment.

Best in class people

I.T.T.I. has a specialized team of Travel and Tourism professionals. They have a work experience of 13+ years purely in Travel Domain in Training, Operations and Quality enhancement streams. Apart from 100% job assistance, we also provide Skills training which includes English Speaking & Writing, Basic computer knowledge, MS Office-World, Excel & Power Point, Personality Development, Mock Interviews etc., thus our students are well versed with the skills required by the travel industry.

Cost Advantage

Providing Education is priceless. Being located in Capital city of India, I.T.T.I. is able to provide training with affordable cost without compromising on quality and empowerment of the students.

Why Travel & Tourism...

The travel and tourism industry is dynamic in nature and is growing day by day in India as well in Global market. It is the one of profitable industry in international commerce all over the world. Everyone likes to travel. People use Land, Air, and Water as mode of transportation. As the count of passengers is increasing, new airlines are launched every other day to fulfil the demand of market. Thus the need for Travel and Tourism industry professionals has drastically increased. We provide customized and career oriented training and make you a travel expert and professional in Travel and Tourism Domain.

Empowering People and the Industry

India Travel & Tourism Institute (ITTI) is the leading Air Ticketing, Travel & Tourism Training provider. Our training programs develop the resources for tomorrow's Aviation industry.

Our broad expertise, faculty with 13+ years of pure travel industry experience, professional development programs and study options will help you effectively gain knowledge and skills appreciated and recognized by employers worldwide. Look to our total training solutions to improve your performance.

Your career journey starts right here

The travel and tourism industry employs more than 200 million individuals worldwide in such diverse areas as travel sales and ticketing, hotel guest services and administration, nature reserve guides, cruise ship marketing, group sales and tour operation and packaging, niche and specialty travel sales and attraction management among others. Travel and Tourism is one of the world's largest foreign exchange earner among industries, provides employment directly to millions of people worldwide and indirectly through many associated service industries. Responsible travel and tourism aims to bridge cultural differences, fostering an environment which enriches our lives by bringing people together for leisure, family, business and educational purposes. Learn the knowledge and skills to work in an ever growing industry that contributes to making the world a global village.



I.T.T.I ADVANCED DIPLOMA IN AIRLINES, WORLD TRAVEL & HOLIDAY PACKAGE MANAGEMENT

Diploma Course Designed by I.T.T.I for the Advanced and Comprehensive Knowledge in Travel Management

Duration: 12 Months

About the course:

The course provides a comprehensive knowledge of Travel & Tourism Industry along with Professional skills. A student can get a highest level of knowledge to understand the Airline and Travel-Tourism Industry. Under one year programme you get 360° knowledge. It covers the entire travel domain like understanding the airline fare concept, **Automated Electronic Ticketing** on **AMADEUS & GALILEO** and **Holiday Package Management**. You also learn the function and management of a travel agency. The professional skills add an extra advantage for the rapid growth. Learn about the business communication.

Course Format: The course is available in classroom training.

What you will learn?

Upon completing this course, you will have the skills to:

Travel-Tourism & Holiday Package Management

- Understand the world & travel geography
- Making and planning of itinerary through worldwide
- Travel terminologies
- Airport handling
- Travel documents
- International rules and regulation
- Fare – understand the type of fare
- Fare- rules and applicability
- How to find the best fare
- Understand the different RBDs (Reservation Booking Designator)
- Global indicators
- IATA areas
- Air transport essentials
- Computerized reservation system/GDS on Galileo and Amadeus
- Agent assembly areas
- Sign-in/off
- How to encode and decode airlines, airport and cities codes.
- Checking of availability
- Making of a PNR- Adult, Child & Infant
- PNR components- SSR,OSI, MEDA, MAAS, WCHR & more
- Fare finding-Lowest fare, Multiple airline fares, fare for a specific date & more
- Creating of TST- Adult, Child & Infant
- Manual TST Creation
- Issuance of E-ticket
- Reissue/Revalidation
- Refund-full and partial
- MPD-Standalone and Auxiliary
- Managing airline queues
- **Holiday package management-domestic & international**
- **Designing, costing & budgeting of fit package**
- **Understand the package components.**
- **How to manage the vendor for car and hotel**
- **Under the queries**

Skills Training

- Professional Spoken English & Writing Skills
- Improve Your Listening Skills.
- Concrete Your English Grammar From Basic To Intermediate.
- Writing Skills
- Presentation Skills to build confidence
- Public Speaking With Meeting Etiquette.
- Etiquettes of customer sales and service
- Sales technique – Cross & Up sell
- Business communication
- Professional E-mail Management
- Basic computer & Typing Skills
- Advanced Microsoft Word, Power Point & Excel For The Future Growth
- Personality Development & Motivational Skills.



Job Opportunities

- Airlines
- Travel Agency
- Online Travel Portals
- Corporate Travel Executive
- Travel BPOs
- Tour Co-ordinator
- Travel Media Jobs
- Set up your Travel Agency & become an entrepreneur

DIPLOMA IN TRAVEL & TOURISM MANAGEMENT

Duration: 10 Months

About the course:

The course has been designed by I.T.T.I professional to meet the current demand of Travel Industry. The syllabus has been designed with state of art to cover the entire Travel & Tourism domain. The course is highly job oriented according to airline and Travel-Tourism demand. We have covered entire area of travel & Tourism information. The course contains all present requirements.

Course Format: The course is available in classroom training.

What you will learn?

Upon completing this course, you will have the skills to:

- Understand the world & travel geography
- GMT-understanding and calculation about the flight info
- Airport Handling
- Mode of transportation-Rail and Cruise
- Type of payment
- Making and planning of itinerary throughout worldwide
- Travel terminologies
- Travel documents includes US and UK visa
- IATA's international rules and regulation
- Fare – understand the type of fare
- Fare- rules and applicability
- How to find the best fare
- Understand the international taxes-on ticket and non on ticket
- Understand the different RBDs (reservation booking designator)
- Global indicators
- IATA areas
- Advanced automated computerized reservation system/GDS on Galileo or Amadeus
- PNR creation
- Store the fare in the PNR
- Understand the fare command
- Issuance of e-ticket
- Electronic ticket coupon status and exchange process.
- Process of issuance of conjunction ticket
- Steps of creating the mask to make manual TST
- Understand the components of TST
- Re-issue of electronic ticket with and without charges.
- Refund-full and partial of electronic ticket
- Revalidation of electronic ticket
- Holiday package management-domestic & international
- Designing, costing & budgeting of fit package
- Understand the package components.
- How to manage the vendor for car and hotel
- Understanding passenger queries



Job Opportunities:

This course is recommended for:

- Airlines
- Travel Agency
- Online Travel Portals
- Corporate Travel Executive
- Travel BPOs
- Tour Co-ordinator
- Travel Media Jobs



Certificate Courses Targeting Specific Skill Sets

AIRLINES ELECTRONIC TICKETING WITH AUTOMATED RESERVATION

Automated Electronic Ticketing Certificate Course

Duration: 6 Months

About the course:

Learn most effective and widely used “**Automated Ticketing Software**”. It is used for the International ticketing. This course is specially designed and carved for the ticketing executive. You will learn about the advanced knowledge of Airline Airfare and Ticketing. After completion of the certificate course you become hardcore ticketing executive.

Course Format: The course is available in classroom training.

What you will learn?

Upon completing this course, you will have the skills to:

- Understand the world & travel geography
- Making and planning of itinerary through worldwide.
- Travel terminologies
- Travel documents
- International rules & regulation
- Fare – understand the type of fare
- Fare- rules and applicability
- How to find the best fare
- Understand the international taxes
- Understand the different RBDs (Reservation Booking Designator)
- Global indicators
- IATA areas
- Advanced automated computerized reservation system/GDS on Galileo or Amadeus
- PNR creation
- Store the fare in the PNR
- Understand the fare command
- Issuance of e-ticket
- Electronic ticket coupon status and exchange process.
- Process of issuance of conjunction ticket
- Steps of creating the mask to make manual TST
- Understand the components of TST
- Re-issue of electronic ticket with & without charges/penalty
- Refund-full and partial of electronic ticket
- Revalidation of electronic ticket



Job Opportunities:

- Airlines
- Travel Agency
- Online Travel Portals
- Corporate Travel Executive
- Travel BPOs



TRAVEL-TOURISM MANAGEMENT & CUSTOMER SERVICE TRAINING

Job Oriented Certificate Course for the Sales & Service Profile

Duration: 6 Months

About the course:

This course is specially designed and suitable for the student who wants to make career in sales profile. The course provides a wide range of knowledge of Customer Handling for Travel & Tourism Industry. You get sales and service technique to sale Travel Product and handle the customer's queries. Learn business etiquette along with Travel and Tourism Management.

Course Format: The course is available in classroom training.

What you will learn?

Upon completing this course, you will have the skills to:

- Understand the world & travel geography
- Making and planning of itinerary through worldwide
- Travel terminologies
- Travel documents
- International rules and regulation
- Fare – understand the type of fare
- Fare- rules and applicability
- How to find the best fare
- Understand the different RBDs (Reservation Booking Designator)
- Global indicators
- IATA areas
- Computerized reservation system/gds on Galileo or Amadeus
- Learn about travel sales queries
- Handling the customer through e-mail management.
- Understand the function of CRM (customer relation management software)
- How to work on CRM
- Make queries and booking Id on CRM
- Handling of sales and servicing related calls over phone and chat
- Apples to apples compare of competitor travel product

Job Opportunities:

- **Airlines**
- **Travel Agency**
- **Online Travel Portals**
- **Corporate Travel Executive**
- **Travel BPOs**



ADVANCED AIRLINES, WORLD TRAVEL MANAGEMENT

Job Oriented Certificate Course

Duration: 6 Months

About the course:

The course provides a wide knowledge of Travel & Tourism industry. A student can get a higher level of knowledge to understand the air fare and ticketing process. An advance level of training provides you an extra edge for the future growth. In this advance level of training you learn about Electronic Ticketing which includes Refund, Re-issue and Revalidation.

Course Format: The course is available in classroom training.

What you will learn?

Upon completing this course, you will have the skills to:

- Understand the world & travel geography
- Making and planning of itinerary through worldwide.
- Travel terminologies
- Airport handling - domestic & international
- Travel documents
- International rules and regulation
- Fare – understand the type of fare
- Fare- rules and applicability
- How to find the best fare
- Understand the different RBDs (Reservation Booking Designator)
- Global indicators
- IATA areas
- Air transport essentials
- Computerized reservation system/gds on Galileo or Amadeus
- Agent assembly areas
- Sign-in/off
- How to encode and decode airlines, airport and cities codes.
- Checking of availability
- Making of a PNR- Adult, Child & Infant
- PNR components- SSR,OSI, MEDA, MAAS, WCHR & more
- Fare finding-Lowest fare, Multiple airline fares, fare for a specific date & more
- Creating of TST- Adult, Child & Infant
- Manual TST Creation
- Issuance of E-ticket
- Reissue/Revalidation
- Refund-full and partial
- MPD-Standalone and Auxiliary
- Managing airline queues

Job Opportunities:

- **Airline**
- **Travel Agency**
- **Online Travel Portals**
- **Travel BPOs**



BASIC AIRLINE & WORLD TRAVEL MANAGEMENT (SHORT TERM BASIC COURSE)

Duration: 3 Months

About the course:

The course provides a basic knowledge of Travel & Tourism Industry. One can easily understand the travel Industry and can start his/her career as a travel professional. Post completion of course you will be able to

Course Format: The course is available in classroom training and E-Learning (online) as well.

What you will learn?

Upon completing this course, you will have the skills to:

- **Understand The World & Travel Geography**
- **Role & Function of IATA**
- **Travel Terminologies**
- **International Rules And Regulation**
- **Basic Computerized Reservation System/GDS on Galileo or Amadeus**

Job Opportunities

- **Travel Agency**
- **Online Travel Portals**
- **Travel BPOs**



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COMPUTERIZED RESERVATION SYSTEM (CRS/GDS) - AMADEUS/GALILEO

Course Type	Duration
Basic (PNR Creation)	1 Month
Basic (Ticket Issuance)	1.5 Month
Advance- Refund, Revalidation & Reissuance	2 Month

About the Course:

Learn about the most effective “Software Tool” which is globally used by Airlines and Travel Industry. The GDS (Global Distribution System) has been developed by airlines to connect providers' content with travel agencies and consumers in real time. After the training you will be able to make automated airline booking and can issue the Electronic-Ticket.

Course Format: This course is taught on System.

What you will learn?

Upon completing this course, you will have the skills to:

- Agent assembly areas
- Sign-in/off
- How to encode and decode airlines, airport and cities codes.
- Checking of availability
- Making of a PNR- Adult, Child & Infant
- PNR components- SSR,OSI, MEDA, MAAS, WCHR & more
- Fare finding-Lowest fare, Multiple airline fares, fare for a specific date & more
- Creating of TST- Adult, Child & Infant
- Manual TST Creation
- Issuance of E-ticket
- Reissue/Revalidation
- Refund-full and partial
- MPD-Standalone and Auxiliary
- Managing airline queues

Job Opportunities:

- Travel Agency
- Online Travel Portals
- Travel BPOs



Why choose us!!



- ✘ Our Institution is registered by Government of India
- ✘ Travelport is Our Knowledge Partner & GDS Provider
- ✘ Galileo GDS Authorized Training Centre
- ✘ 13+ Years of Travel & Tourism experienced faculty
- ✘ Well Equipped and Fully Updated Air Conditioned training Rooms
- ✘ Infrastructure with the insights of Training, Learning, Coaching & Development
- ✘ Job oriented & specific skill target courses
- ✘ International/Domestic Trip as part of course
- ✘ Audio Visual Classroom
- ✘ Free Training on:
 - English Speaking & Writing trainings
 - Personality Development
 - Basic Computer learning & Typing Skills
 - MS Office-MS Word, MS Excel & MS Power Point
- ✘ Preferred Recruitment partner of InterGlobe Technologies, Onkar InfoTech, ISON BPO and other recognized Travel & Tourism fraternity
- ✘ Assistance in professional resume building
- ✘ Regular Mock Interviews
- ✘ Payment in Easy Instalments



Student Testimonials

I.T.T.I gives a very good opportunity to start a career in Travel Industry. The training is comprised in a proficient manner and includes all the knowledge required to establish oneself in the industry of Airline Ticketing, Travel and Tourism. All the Faculty members are very supportive and approachable to every student. I am currently working with Onkar Infotech as a Ticketing Executive. I recommend India Travel and Tourism Institute to every aspirant who wishes to build his career in Travel and Tourism Industry. **Divya Shukla**



The training module at I.T.T.I is job oriented, thus every student has a great scope to establish themselves in Travel & Tourism Industry. With the placement assistance of the institute, I got job in InterGlobe Technologies and getting very good salary. Thank you I.T.T.I for making my career and fulfilling my parents dreams.

Shiv Baran

Very good faculties and institute for air fare and ticketing...you learn not only Travel Tourism..but also skills that is very much required for the future perspective... I learnt advance excel, PD, and business communication etc. Keep leading ITTI....

Anvay Poonia



ITTI is an institute with highly qualified trainers with great experiences. I am thankful to the faculty who shared their knowledge and experiences about the Travel & Tourism Field and gave us a chance to outshine in our career. Its Been a privilege being a student of ITTI.

Prashant Vasudev

ITTI is the best institute in India for Travel foundation courses. Its been truly a privilege studying here under the guidance of faculty. Everything from our resume till the interview part was assisted by ITTI and guidance was provided at every step by the administration. I recommend ITTI to all the future aspirants.

Abhishek Anand



Very good institute, skilled faculty of GDS and Travel domain.

Rakhi Kumari

I have completed Air Fares and Ticketing course from India Travel & Tourism Institute. Now I am working with South African Airways with very good salary package. I recommend anyone to these Job Oriented courses from our institute to establish one's career. Thank you ITTI for supporting me in every aspect.

Chaturbhuj Kumar





India Travel & Tourism Institute

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