Methods Used to Refund Airline Tickets

Kuala Lumpur (Malaysia)

3 - 7 February 2025

UK Traininig

PARTNER

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Code: AV28 From: 3 - 7 February 2025 City: Kuala Lumpur (Malaysia) Fees: 4900 Pound

Introduction

Professionals always seek to acquire advanced skills and capabilities in the main administrative stages of searching, booking and purchasing airline tickets. When we intend to travel by plane, soon
We often face many obstacles related to reservations, features, schedules, discounts, purchase advice and other related issues related to our services.
and required aircraft procedures, this training course aims to provide those concerned with the most important and advanced sales skills for pre- and post-sales services for flight services,
As well as the issuance of airline tickets, refunding their value, re-validation and re-issuance.

Course objectives

- Customer protection
- Maintain customer satisfaction
- Compliance with regulations
- Mitigating reputational damage
- Prevent future accidents

Course Outlines

Day 1
Issuance and completion of reservation and payment

- Cancellation of tickets with payment of fees cancellation
- Cancellation of tickets without paying fees void
- Ticket modification
- Record notes on reservation

Day 2
Methods used to retrieve tickets

- Online refund request
- Customers service
- Travel agents
- Automatic refund processing
- Credit card fee refund

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Day 3
Preparing annual and semi-annual reports

- Data collection
- Data analysis
- Report design
- Report writing
- View the report
- Used equipments:
    - Microsoft Word
    - PowerPoint
    - Adobe InDesign
- Project management software:
    - Asana
    - Trello

Day 4
Innovative approaches and regulations to reduce ticket returns

- Improve customer service
- Flexible booking policies
- Personal customer experience
- Embracing new technologies
- Stay compliant with regulations
- Cooperation with partners

Day 5
How does airline ticket fraud happen?

- Use of stolen or hacked credit card details
- Offer tickets for sale at bargain prices via websites or social networking accounts
- Request immediate payment of cash, bank transfer or virtual currencies
- Flight reservation confirmation after payment

Stolen credit card owner:

- If notified before the trip, the ticket will be cancelled
- In the event of notification during the flight, the ticket cannot be cancelled

How do you know if a ticket is fraudulent?

- Low ticket price
- Departure time is only a day or two before the flight or on the same day, before the real credit card owner notices the fraud and cancels the ticket
- Request for payment in cash or by bank transfer
- Incomplete information on travel agency website / social media account

Tips for making safe purchases

- Book flight tickets directly from the airline, or from a travel agency approved by the competent authorities in

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your country
- Buy tickets from websites with secure payment systems
- Travel agency:
- Do they have a legitimate website?
- Do they have positive or negative reviews online?
- Is there a way to contact them in case of problems?
- Check the terms and conditions before making a purchase
- Look for the International Air Transport Association IATA logo on the company's website

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