Methods Used to Refund Airline Tickets

21 – 25 March 2027
Amman (Jordan)



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Introduction

Professionals are always seeking to acquire advanced skills in the core administrative processes of searching, booking, and purchasing airline tickets. When planning to travel by air, we often face various challenges related to reservations, features, schedules, discounts, purchasing advice, and other related issues, along with required aircraft procedures. This training course is designed to provide those involved 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

By the end of this course, participants will be able to:

- Customer Protection: Ensure customer rights are protected through safe and flexible booking and payment policies.
- Maintain Customer Satisfaction: Ensure an excellent experience for customers throughout the booking and ticketing process.
- Compliance with Regulations: Understand and apply all relevant aviation and regulatory requirements.
- Mitigating Reputational Damage: Learn strategies to avoid mistakes that may harm the organization's reputation.
- Prevent Future Incidents: Develop best practices to reduce the risk of errors and fraud in the ticketing process.

Course Outlines

Day 1: Issuance and Completion of Reservation and Payment

- Issuing and completing reservations and payments.
- Ticket cancellation with fees cancellation.
- Ticket cancellation without paying fees void.
- Ticket modification.
- Recording notes on reservations.



Day 2: Methods Used to Retrieve Tickets

- Online refund requests.
- Customer service handling.
- Travel agents.
- Automatic refund processing.
- Credit card fee refund.

Day 3: Preparing Annual and Semi-Annual Reports

- Data collection.
- Data analysis.
- Report design.
- Report writing.
- Report presentation.

Used Tools:

- Microsoft Word
- PowerPoint
- Adobe InDesign

Project Management Software:

- Asana
- Trello

Day 4: Innovative Approaches and Regulations to Reduce Ticket Returns

- Improving customer service.
- Flexible booking policies.
- Personalizing the customer experience.
- Embracing new technologies.
- Staying compliant with regulations.
- Collaboration with partners.

Day 5: How Does Airline Ticket Fraud Happen?

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

What happens if the card is stolen?

- If reported before the trip, the ticket will be canceled.
- If reported during the flight, the ticket cannot be canceled.



How to Identify a Fraudulent Ticket?

- Low ticket price.
- Departure time is just one or two days before the flight, or on the same day, before the real card owner notices the fraud and cancels the ticket.
- Request for payment in cash or by bank transfer.
- Incomplete information on travel agency websites or social media accounts.

Tips for Safe Purchases:

- Book tickets directly from the airline or from an accredited travel agency authorized by your country's authorities.
- Purchase tickets from websites with secure payment systems.
- Check if the travel agency has a legitimate website.
- Review the terms and conditions before making the purchase.
- Look for the IATA International Air Transport Association logo on the company's website.

Why Attend this Course? Wins & Losses!

- Master Advanced Sales Skills: Acquire essential skills for managing bookings, issuing tickets, and handling cancellations and modifications effectively.
- Enhance Customer Satisfaction: Learn how to provide excellent service and improve customer experience throughout the ticketing process.
- Ensure Compliance: Gain a deep understanding of compliance requirements in the airline industry and apply them in your daily operations.
- Prevent Fraud and Minimize Risks: Understand how fraud occurs in ticketing and how to implement strategies to reduce the risk of fraud.
- Develop Reporting Skills: Learn how to prepare and present comprehensive reports for business insights and decision-making.

Conclusion

This course provides an essential opportunity for professionals involved in the ticketing process to acquire the skills needed for successful management of flight services. From issuing tickets to handling cancellations, refunds, and fraud prevention, this training will equip you with the tools required to enhance customer satisfaction, ensure compliance, and reduce risks. Whether you are working in a travel agency, airline, or as part of customer service, this course will empower you to handle ticketing operations with confidence and efficiency.

Enroll now to master the essential skills for handling airline ticketing and customer services!

