

Foundation in Travel and Tourism

Baku

9 - 13 June 2025

UK Traininig

PARTNER



Foundation in Travel and Tourism

Code: CC28 From: 9 - 13 June 2025 City: Baku Fees: 4400 Pound

Introduction

The Foundation in Travel and Tourism Diploma offers a thorough introduction to the travel and tourism industry, providing participants with the knowledge and skills necessary to excel in this dynamic field. Across five intensive days, this course covers everything from travel management fundamentals to advanced customer service techniques. Whether you're pursuing a career as a travel agent, tour operator, or in tourism management, this program ensures you are prepared to meet the demands of the ever-evolving industry. Participants will also gain insights into global distribution systems GDS, compliance with travel requirements, and strategies for professional success.

Course Objectives

By the end of the course, participants will:

- Gain essential knowledge and skills to excel in roles within the travel and tourism sector, including customer service and managerial positions.
- Develop expertise in advising clients on travel-related products such as flights, accommodations, and tours while ensuring compliance with travel regulations.
- Enhance customer service and sales techniques, specifically tailored to the travel and tourism industry.
- Learn how to operate Global Distribution Systems GDS to manage reservations and improve operational efficiency.
- Build foundational knowledge in Tourism Management, covering marketing, pricing, and legal frameworks.

Course Outlines

Day 1: Introduction to Travel and Tourism

- Overview of the Travel and Tourism Industry, highlighting key players such as travel agents, tour operators, and airline reservation agents.
- Understanding traveler behavior, tourism definitions, and key trends.
- Introduction to basic travel requirements and documentation, including passports and visas.
- Familiarization with Global Distribution Systems GDS and their role in travel management.

Day 2: Customer Service and Sales in Travel and Tourism

- Core principles of customer service in the travel industry, emphasizing the importance of building relationships.
- Effective sales strategies for promoting tourism products and services.
- Techniques for advising customers on destinations, travel times, and accommodations.
- Handling travel-related complaints and managing client expectations.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

- Exploring Customer Relationship Management CRM tools for enhancing sales.

Day 3: Managerial and Negotiation Skills

- Developing managerial skills for leadership roles in tourism management.
- Negotiation techniques specific to travel professionals, ensuring favorable outcomes.
- Strategies for marketing, pricing, and tour production.
- Addressing crisis management and navigating challenges within the travel industry.

Day 4: Administration and Legal Aspects of Travel

- Administrative roles in travel and tourism, including accounting and itinerary management.
- Overview of laws and regulations governing the industry, such as consumer protection.
- Ethical considerations and compliance with safety standards.
- The importance of risk management and travel insurance.

Day 5: Professional Development and Future Trends

- Career opportunities and professional growth in travel and tourism.
- Strategies for networking and building industry connections.
- Preparing for travel industry certifications and qualifications.
- Examining future trends such as eco-tourism, digital innovations, and emerging challenges.
- Final assessments and personalized feedback to ensure career readiness.

Why Attend this Course: Wins & Losses!

- Gain a recognized tourism diploma that opens doors to diverse career opportunities in the global travel industry.
- Develop cutting-edge customer service and sales techniques that enhance your ability to meet client needs.
- Learn essential GDS operations and improve your expertise in handling reservations and travel systems.
- Build a foundation in tourism management with insights into marketing and pricing strategies.

Conclusion

The Foundation in Travel and Tourism Diploma is the perfect entry point for individuals aiming to build a thriving career in the travel and tourism industry. This course combines theoretical knowledge with practical applications, empowering participants to handle travel management, offer exceptional customer service, and navigate industry challenges confidently.

By focusing on essential skills, from GDS operations to customer relationship strategies, participants will be well-equipped to advance in roles such as travel agents, tour operators, or tourism managers. Enroll today to gain your tourism diploma and set the foundation for a rewarding career in this exciting and ever-growing field!

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna



Rome (Italy)



Brussels



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Bangkok
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne
(Indonesia)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding) Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER