

SYLLABUS: ASSISTANT MANAGER (AIR TICKETING) in DTTDC Ltd.

1. Introduction to Aviation and Air Transport

Evolution and structure of civil aviation; classification of airlines (full-service, low-cost, charter); domestic and international aviation frameworks; role of aviation in tourism growth; bilateral air service agreements; overview of regulatory bodies.

2. Air Ticketing Fundamentals

Concept and workflow of ticketing operations; types of tickets (one-way, round trip, open-jaw, multi-city); fare basis; ticket issuance, reissuance, revalidation and cancellation; manual vs e-ticketing; Passenger Name Record (PNR) concept and lifecycle.

3. Global Distribution Systems (GDS) and CRS Operations

Detailed understanding of CRS/GDS platforms such as Amadeus, Galileo and Sabre; availability display; flight booking; seat assignment; fare display; PNR creation and modification; queue management; ticketing entries and operational commands.

4. Fare Construction and Ticketing Rules (IATA Framework)

Fare components and structure; IATA fare construction principles; mileage system; published and negotiated fares; taxes, surcharges and fees; refund and cancellation rules; penalties; endorsements; conditions of carriage.

5. Airline Codes, Geography and Routing

IATA airline and airport codes; three-letter city and airport codes; global air geography; time zones and international date line; calculation of elapsed travel time; routing principles and fare break points.

6. Travel Documentation and Regulatory Requirements

Passport, visa and health documentation; immigration and customs regulations; baggage rules (free baggage allowance, excess baggage); security and safety regulations; international travel advisories and compliance requirements.

7. Customer Service and Passenger Handling

Standards of customer service in aviation; passenger interaction and communication; handling complaints and grievances; special service requests (SSR); handling VIPs, senior citizens, unaccompanied minors and passengers with disabilities; service recovery techniques.

8. Travel Agency and Tour Operations Integration

Functions of travel agencies and ticketing offices; coordination with airlines, hotels and transport operators; itinerary planning and costing; packaging of tours; backend operations of travel desks; integration of ticketing with tourism services.

9. Airline Operations and Airport Procedures

Overview of airport operations; check-in procedures; boarding processes; ground handling services; coordination with airline staff; handling disruptions such as delays, cancellations, overbooking and missed connections.

10. Tourism Interface and DTTDC Operations

Role of ticketing in tourism facilitation; integration of air ticketing with DTTDC tours, packages and promotional activities; coordination with stakeholders such as IRCTC and other travel partners; facilitation of domestic and international tourists.

11. Digital Ticketing, E-Commerce and Online Platforms

E-ticketing systems; online booking engines; mobile-based ticketing; digital payment systems; integration with online travel agencies (OTAs); cybersecurity basics; data privacy in digital transactions.

12. Financial Management in Ticketing Operations

Billing and invoicing; commission structures; BSP (Billing and Settlement Plan) operations; reconciliation of accounts; refund accounting; fraud detection and prevention; financial compliance in ticketing operations.

13. Legal, Regulatory and Ethical Framework

Overview of aviation laws and regulations; role of DGCA and IATA; consumer protection laws; contract of carriage; liability of carriers; ethical practices in ticketing; dispute handling mechanisms.

14. Emerging Trends in Aviation and Travel

Technological advancements in ticketing; automation and AI in booking systems; rise of low-cost carriers; dynamic pricing; digital travel ecosystems; integrated multimodal travel solutions.