

**T.A.S.S.L.E.**  
 Travel Agent School Supporting  
 Learning and Education  
*How to Become a SUCCESSFUL Travel Agent Program.™*

Module 7  
 Air

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Welcome Back!

**Keep Moving Forward...**




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
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Module 7

- Airline History
- Today's Airline Industry
  - Codes
  - Cabin Classes
  - Surcharges, Taxes, and Fees
  - Aircraft
  - Restrictions
- Terminology
- Client Preferences



Picture by Yehannes




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# Airline History

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## Airline History: Timeframe

- 1950, 1960, 1970
  - Quickly changing
  - 1970's introduced largest Commercial Jet and the Concorde entered into passenger service
- Airline Operations
  - Civil Aeronautics Board or CAB
  - Federal Aviation Administration or FAA
  - Air Traffic Conference or ATC
- 1978 Airline Deregulation Act
  - Airlines under Department of Transportation or DOT
  - Where do the travel agencies fit in?



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## Airline History: Timeframe

- 1984
  - Airlines Reporting Corporation or ARC
- The Boom of the Travel Agency
  - Commission on airline tickets
  - Large amount of sales and income
- The Excluded Travel Agency
  - Internet
  - Airline's own website
- Airline Consolidator
  - Book client's air travel



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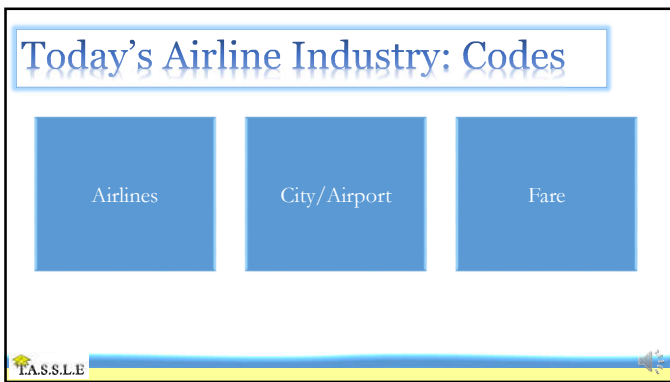
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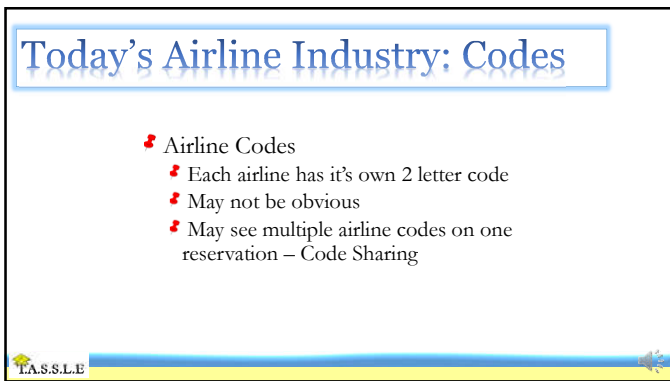
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## Today's Airline Industry: Codes

### City/Airport Codes

- Each city has its own 3 letter code      PIT = Pittsburgh
- Cautious of the City Code!!!            CDG = Paris, France
- More than one airport per city, then      PRX = Paris, Texas

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## Today's Airline Industry: Codes

### Fare Codes

- Classes
  - First Class
    - longer haul flights
    - separate area
  - Business Class
    - pods or larger seats
    - larger pitch (amount of space between rows)
  - Economy or Coach Class
    - Economy Plus



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## Today's Airline Industry: Codes

### Fare Codes

- Components
    - Class Component
    - Night or Off peak component
    - Seasonal Component
- |  |
|--|
| F = First Class                          |
| C = Business Class                       |
| Y = Economy Class                        |
| YN = Economy Class, off peak discounted  |
| CN = Business Class, off peak discounted |
| FN = First Class, off peak discounted    |
| H = High or Peak season                  |
| O or K = Shoulder or Mid season          |
| L = Low or Basic Season                  |

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## Today's Airline Industry: Codes

### Fare Codes

#### Components

- Class Component
- Night or Off peak component
- Seasonal Component
- Time of Week Component
- Round trip component
- Advance Purchase component
- Nonrefundable or Instant Purchase Component

X or L = Midweek M - R (less expensive)  
 W or H = Weekend F - Sun (more expensive)

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E = Excursion (round trip required)  
 R = Round trip required

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3 = Reservations must be made no later than 3 days before departure  
 7 = Reservations must be made no later than 7 days before departure  
 N or NR = Nonrefundable  
 14 = Reservations must be made no later than 14 days before departure

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## Today's Airline Industry: Codes

CNW14NR

FKLE3

YHHR7NR

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## Today's Airline Industry: Surcharges and Taxes

Surcharges

Taxes

Fees

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## Today's Airline Industry: Aircraft

Narrow Body

Wide Body

Versions

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## Today's Airline Industry: Restrictions

Luggage

Dietary/Physical

Special Requests

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# Terminology

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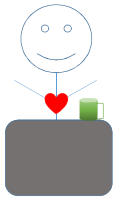
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## Terminology: Common



- **Origin City** - beginning
- **Destination City** - end
- **Outward Destination** - farthest
- **Connection** – Online and Offline
- **Direct Flight** – 1 or more stops
- **Non-stop Flight** – usually no stops
- **One-way Flight**

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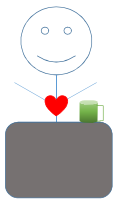
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## Terminology: Common



- **Round Trip Flight**
- **Circle Trip** – different connecting cities
- **Open Jaw Trip**- Interruption
- **Overbooking** – more tickets sold then seats
- **Bumping**
  - Voluntary – some type of offer
  - Involuntary – monetary compensation

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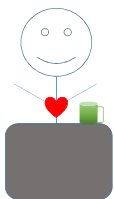
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## Terminology: Unethical



- **Hidden City Ticketing** – when the client purchases a less expensive ticket with a connection and then ends their trip at the connection city.
- **Back to Back Ticketing** – when the client purchases two round trip discount tickets for less than the cost of one round trip ticket at full fare thus circumventing certain fare restrictions on the discount ticket by rearranging departures and returns.
- **Double Booking** – when the client books two reservations at the same time for the same day as a just in case

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# Client Preferences

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## Client Preferences: Qualifying



- Placement on aircraft
- Seat assignment
- Dietary/Physical restrictions
- Mileage program members
- Aircraft type – may not have a choice
- Departing times
- Connection city

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## Client Preferences: Qualifying



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The travel industry is for you!

**Keep Moving Forward...**

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