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**PROFESSIONAL SKILLS FORMATION OF AVIATION COLLEGE STUDENTS
DURING THE PRACTICE "AIR TICKET BOOKING SYSTEM SABRE"**

**ФОРМИРОВАНИЕ ПРОФЕССИОНАЛЬНЫХ НАВЫКОВ У СТУДЕНТОВ
АВИАЦИОННОГО КОЛЛЕДЖА В ХОДЕ ПРАКТИКИ "СИСТЕМА
БРОНИРОВАНИЯ АВИАБИЛЕТОВ SABRE"**

**"SABRE АВИАБИЛЕТТЕРДІ БРОНДАУ ЖҮЙЕСІ" ПРАКТИКАСЫ
БАРЫСЫНДА АВИАЦИЯЛЫҚ КОЛЛЕДЖ СТУДЕНТТЕРІНІҢ КӘСІБИ
ДАҒДЫЛАРЫН ҚАЛЫПТАСТЫРУ**

Abstract. The publication provides a thorough and detailed study of how students of the aviation college learn the practice of booking air tickets when organizing passenger transportation. Methods are described for the development of professional competencies demanding in real manufacture and that allow future aviation specialists quickly adapt to working conditions.

Key words: students, booking, airline tickets, practice, skills.

Аннотация. В публикации приведено тщательное и детальное исследование как студенты авиационного колледжа проходят практику системы бронирования авиабилетов, при организации пассажирских перевозок. Описываются методики для развития профессиональных компетенций востребованных реальным производством и позволяющим быстро адаптироваться к условиям труда будущих авиаспециалистов.

Ключевые слова: студенты, бронирование, авиабилеты, практика, навыки.

Аңдатпа. Басылым авиациялық колледж студенттерінің жолаушылар тасымалын ұйымдастырған кезде әуе билеттерін брондау тәжірибесінен қалай өтетінін толық және егжей-тегжейлі зерттеуге мүмкіндік береді. Нақты өндірісте сұранысқа ие және еңбек жағдайына тез бейімделуге мүмкіндік беретін кәсіби құзыреттілікті дамыту әдістері сипатталған.

Түйін сөздер: студенттер, брондау, авиабилеттер, практика, дағдылар.

The main priorities for the development of vocational education (VE) are oriented towards the growth of the economic and social development of the country, which makes it possible to provide modern production with specialists with the necessary competencies in accordance with accepted state educational standards.

Graduates of the aviation college, who have formed competencies during their studies, will be associated with their subsequent employment and adaptation at work (future place of work: airports, airlines, travel companies). In the context of fierce competition of the employer, modern professional training of a specialist requires the search for new methods of organizing the educational process, which make it possible to provide training for graduates, qualified specialists who are motivated to become professional. That will allow them to be socially and professionally

mobile, focused on the productive organization of work at the level of world standards, demanded by real production and allowing them to adapt quickly to working conditions.

In order to develop and improve the level of professional skills and knowledge and provide the labor market in the field of civil aviation with qualified specialists, it is very important to create the necessary conditions for gaining practical experience through the optimal combination of theoretical knowledge and practical skills. The educational process should be focused on the development of students' independent practical application of the knowledge and skills gained in college and the student's responsibility for the results of their activities.

Thus, in accordance with the training program, students of the 3rd year the practice of acquiring and consolidating Sabre professional skills in the specialty "Organization of transportation and traffic management" in the training class of the college, where special training programs-booking systems are installed. In the course of this practice, the first acquaintance with the nature of the activity and the technological process of booking air travel is carried out, aimed at developing experience in the real production conditions of modern airports or airlines, which are the main structural elements of air transport. There are many booking programs in the aviation sales and transportation industry. Of the many systems, the choice fell on "Sabre," because it is often used in production. So, in 2018. A study conducted by marketing and consulting company Dr Fried & Partner in 18 countries called Sabre the world leader in finding the best airline fares. There was an interview with tourism professionals, as well as an assessment of the best fare according to such criteria as the effectiveness of low prices, the relevance and reliability of flight and fare data, response time, the variety of options found and the availability of additional services of air carriers.

I would like to introduce you to this global Sabre system - part of the Sabre Holdings group of companies (USA), serves 55 thousand travel agencies, providers of travel services provides booking of flights in 400 airlines, rail tickets, seats in 60 thousand hotels, etc. in 59 countries of the world. It has over 9,000 employees. Sabre processes more than 19,000 operations per second - about 2 billion operations every day.



Pic.1 First paper booking files

Initially, the history of booking airline tickets began in 1940 when airline employees registered orders on special colored paper cards that placed on a rotating file cabinet. Registration was done manually; they made orders by phone, sent telegraph messages and spent a lot of time filling out paper documents with a high degree of probability to make a mistake in manual registration.

In 1960, IBM programmers and American airlines spent \$150 million to create this system, although with this money it was possible to purchase an air fleet of 700 aircraft. The airline saw in these systems a means to accelerate the process of sales and increase sales. With the adoption of the law on regulation in the field of aviation in the United States, the rapid development of computer booking systems began, since according to the new conditions, travel agencies received the right to

connect to the ACS (automated control systems) of airlines, that is, travel companies directly connected to the system of all airlines. The process of conquering travel companies with airline computer booking systems has begun. He went through incredibly fast steps and by 1982 almost 83% of the tour of US agencies were connected to the main computer reservation systems. The main system at that time was Sabre and Apollo.

This system, made a real revolution in the aviation industry, as was the first business application program of computer systems that worked online. For the first time, it provided American Airlines with the opportunity to switch from manual processing of passenger data to automated data entry in the reservation system. It was profitable and economical to use such systems, which prompted their owners to fight for influence in the market of tourism services. In order to attract the tour of the agency, the companies expanded the scope of the reservation systems to include a wide range of services and comfort in their program (booking hotel places, car rental, air passenger insurance, ticketing, foreign passports and even orders for flowers). In addition, programs provide tour agents with the ability to computer process documentation and accounting.

Nowadays, no airline, no airport is without automated booking systems. Since any system is an IT program in which any agent can quickly search, book and buy flights, organize a whole trip. At the request of the agent in real time, the system provides detailed information about the one-way and two-way flight schedule, all available tariffs, and availability of seats on board, the rules of different airlines in general on transportation and tariffs. Sabre also provides up-to-date information about the visa regime of the country where the passenger makes the flight, medical requirements at the departure and arrival point, customs rules, the exchange rate of different countries, weather and sights. With Sabre, travel agencies can arrange a trip according to the individual requirements and wishes of each client from economy to first class of service.

In the course of college, the student enters the training system online, books domestic and international flights of various airlines. Independently encounters possible changes in the schedule and makes a decision, sees refusals or consent from airlines to carry various types of baggage, special meals onboard. Puts on request the possibility of transporting a pet in the passenger or cargo compartment of a certain airline. After the request, he sees consent or refusals to transport certain animals, which he must inform the passenger and offer alternative transportation options. Because each airline has restrictions on the number of animals that can be transported in a certain model of aircraft. For example, in Air Astana, on board Embraer E190 you can carry 2 pets, and on Airbus A320 - 3. At the same time, only 1 animal can be carried in the business class. Before buying a ticket, the agent checks whether it is possible to conduct a pet on exactly the flight that the client needs. Then he draws up where the pet will fly - in the cabin or in the cargo compartment. For example, Air Astana allows cats and dogs weighing more than 8 kg to transport in the cargo compartment. Qazaq Air allows only small pets on board, which, together with the container weigh 8 kg. The passenger must specify in advance the requirements for the carry size of the airline making a certain flight. This can be found out on the site, or by directly contacting by phone or at the carrier's office.

At the end of the training, the student independently bookends flights for one passenger and for a whole group of passengers for any desired time, since the system allows you to make a request for 331 days in advance. Students also learn to make changes such as route, number of seats, class of service, passenger name, personal information, passport data, departure and arrival dates. Trainees can calculate transportation taking into account the tariff itself and airport fees for fuel, customs taxes, etc. The agent offers a calculation from the lowest economy rate of the class to the first class of service. The service classes of different airlines may differ. You can check which class of service this reservation class corresponds to in the fare rules of this airline. Requests a different menu by code, a request for a cradle for a baby, a request for transportation of fragile, large,

luggage, weapons, sports equipment, musical instruments, and transportation of disabled people, crutches, and wheelchair.

In conclusion, I would like to note that this practice instills the skills of the booking agent, develops professional qualities: attentiveness, politeness, sociability (since it will be necessary to clarify different flight details with different types of passengers). Students can use received skills in their future work.

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