INTRODUTION

Domestic airlines are airlines that specialize in domestic flights which are a form of commercial flights where departures and arrivals are take place within the same country.

The case study for this project is a Wilson airport-based airline named Air Nairobi.

The airline itself is a standard example of a domestic airline in Kenya as it follows standard operational practices.

The goal of the company is to generate profit by selling tickets for scheduled reliable flights as well as charted flights, carrying freights and parcels on a same day delivery.

Domestic airlines are airlines that specialize in a form of commercial flying where arrivals and departures take place in the same country.

Reservation system is a system that specializes in the creation of reservations or booking and are the crux of majority service industries and most notably in within the field commercial aviation.