



Module Structure

Module Title : Ticketing and Computerised Reservation Systems

Module Code: HTPM231

Programme of Study/Year of Study : Hospitality and Tourism Management/Year 2

Group : HTMII T&T **Semester :** Fall

Number of Hours Taught : 2 per week **ECTS :** 3

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Office Hours:

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Pre-requisite(s) :

Module Rationale

This module provides students the knowledge and skills for constructing airfares and understanding ticketing based on the IATA regulations. It also offers them the opportunity to be trained in one of the computer reservations systems widely used by the travel and airline industry and become able to make flight reservations.

Aims

This module aims to provide students the necessary skills needed to work in the travel industry. On completion of this module they should be able to understand the way airfares are calculated and to use the chosen reservations system at the basic level.

Intended Learning Outcomes

On completion of this module, students should :

1. Learn and comprehend the terminology related to ticketing
2. Know how to use the Amadeus CRS to make flight reservations and price a ticket
3. Read an electronic ticket

Delivery Methods:

Tutorials and practice on the software application

Assessment:

Tests	20%
Mid-term exam	20%
Software application	20%
Final Exam	40%
Total	100%

Module Requirements

Refer to the students manual for the module requirements

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	02/10-06/10	Introduction to the course, Amadeus and IATA alphabet	Handouts
2.	09/10-13/10	IATA: its aims, IATA areas Amadeus practice	Amadeus manual
3.	16/10-20/10	IATA: BSP system, Types of journeys Amadeus practice	Handouts
4.	23/10-27/10	MCT, transfers and stopovers Amadeus practice	Handouts
5.	30/10-03/11	TEST I	Handouts
6.	06/11-10/11	Types of fares Amadeus practice	Handouts
7.	13/11-17/11	Special Fares codes Amadeus practice	Handouts
8.	20/11-24/11	TEST II	Handouts
9.	27/11-01/12	Child, Infant, UM fares Amadeus practice	Handouts
10.	04/12-08/12	IATA documents Amadeus practice	Handouts
11.	11/12-15/12	MID-TERM EXAM	Handouts
12.	18/12-22/12	Baggage allowance, TFCs Amadeus practice	Handouts
13.	08/01-10/01	Reading an electronic ticket Revision	Handouts

Essential Reading

Amadeus Manual, Instructor's handouts

