



Module Structure

Module Title: Travel and Tourism Operations

Module Code: HTPM234

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

Group: HTMII (T&T)

Semester : Spring

No of Hours Taught: 2 hours theory, 5 hours practice

ECTS: 6

Instructor: Xenia Toumazou

Office Hours: Monday: 11.20-12.20

Office Number: 205

Office Tel:

99466369

email: xtoumazou@hotmail.com

Pre-requisite(s) :

Module Rationale

This module is designed to develop the specialisation required in travel and tourism and to provide students with an insightful understanding of travel operations.

Aims

This module aims to assist students develop the skills necessary for the travel and tourism industry. The module uses both theoretical and practical learning methods. Apart from the in-class teaching sessions, students are expected to attend practical sessions at a travel agency where they receive training on travel information and office procedures and they apply theory to practice.

Intended Learning Outcomes

On successful completion of this module, students will be able to:

1. Understand the concept of tourism supply accommodation, transportation and other services provided to travel consumers.
2. Know the documents necessary for both formal and informal travel.
3. Identify consumer issues and trends affecting the tour operating business.
4. Comprehend the procedure by which appropriate destinations are selected for holiday based on consumer needs.



Delivery Methods:

Lectures, case studies, coursework, demonstration, on-the-job training

Assessment:

Practical 30%
Presentations 30%
Final Examination 40%

Module Requirements

Refer to the students' manual

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	29/01– 02/02	Students' presentation on Industrial Placement Travel Information and Office Procedures	Notes
2.	05/02-09/02	Students' presentation on Industrial Placement Travel Information and Office Procedures	Notes
3.	12/02-16/02	Preparation of itineraries	Notes
4.	20/02-23/02	Liaison with provider of service	Notes
5.	26/02-02/03	Planning and costing tours	Notes
6.	05/03-09/03	Ticketing	Notes
7.	12/03-16/03	Making reservations with hotels	Notes
8.	19/03-23/03	Making reservations for car rental	Notes
9.	26/03-30/03	Making reservations for cruises	Notes
10.	02/04-03/04 11/04-13/04	Making reservations for flights and other transportation modes	Notes
11.	16/04-20/04	Making reservations for flights and other transportation modes	Notes
12.	23/04-27/04	Making reservations for sightseeing tours	Notes
13.	30/04-04/05	Insurance	Notes
14.	07/05-11/05	Revision	Notes

Essential Reading

Lumsdon, L. & Page, S. 2003. Tourism and Transport Issues and Agenda for the New Millennium. Elsevier

Additional Reading

Lundberg, D. & Lundberg, C.1993. International Travel and Tourism. 2nd ed. Wiley



