



Course Code TOUR 140	Course Title Ticketing & Computerized Reservations	ECTS Credits 6
Department Hospitality, Tourism and Sports Management	Semester Fall, Spring	Prerequisites TOUR 100
Type of Course Major/Elective	Field Tourism	Language of Instruction English
Level of Course 1 st Cycle	Year of Study 1 st	Lecturer Dr Prokopis Christou
Mode of Delivery face-to-face	Work Placement N/A	Co-requisites None

Objectives of the Course:

The main objectives of the course are to:

- Present in front of an audience by using appropriate technology;
- Effectively utilize the computerized reservations systems found in the industry
- Express ideas in an academic manner;
- Communicate academic ideas and concepts both orally and written;
- Develop the skills to make travel reservations

Learning Outcomes:

After completion of the course students should be able to:

1. **Differentiate between one-way and round-trip tours** (students should be able to use terminology)
2. **Identify the specific airport codes/jargon**
3. **Make ticketing/reservations adjustments**
4. **Build travel fares**
5. **Identify the critical issues associated with currency exchange**
6. **Retrieve the Passenger Name Record (PNR)**
7. **Check flight availability**
8. **Work a PNR queue and other queue tasks**
9. **Find information from a web-based system**

Course Content:

- **Signing in and out, Retrieving a PNR**
- **Encoding and Decoding**
- **Flight Availability and schedule displays**
- **The mandatory PNR fields**
- **Building complete PNRs**
- **PNR Management**
- **Seat Assignments and Maps**
- **Fare displays and rules**
- **Hotel and car reservations**
- **Pricing and ticketing**
- **Queuing**
- **Currency conversion**

Learning Activities and Teaching Methods:

Lectures, Lab activities, In-Class Exercises, and Presentations.

Assessment Methods:

Class activities, Lab activities, Mid-Term, and Final Exam.

Required Textbooks/Reading:

Authors	Title	Publisher	Year	ISBN
IATA-UFTA	IATA 3-letter codes of cities and airports from the IATA/UFTAA PAT extracts.	IATA-UFTA	N/A	N/A

Recommended Textbooks/Reading:

Authors	Title	Publisher	Year	ISBN
CAMPBELL-KELLY, M	From airline reservations to sonic the hedgehog: a history of the software industry	Cambridge, Mass.: MIT press	2004	026253262X