



Course Code TOUR 100	Course Title Airline & Travel Operations	ECTS Credits 6
Department Hospitality, Tourism and Sports Management	Semester Fall, Spring	Prerequisites None
Type of Course Compulsory/Elective	Field Tourism	Language of Instruction English
Level of Course 1 st Cycle	Year of Study 1st	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;
- Analyse the impacts of travel and tourism industry
- Express ideas in an academic manner;
- Communicate academic ideas and concepts both orally and written;
- Develop the skills to critically evaluate airline and travel trends

Learning Outcomes:

After completion of the course students should be able to:

1. **Articulate the conceptual issues associated with the study of airline and travel operations** (students should be able to use terminology)
2. **Articulate the principal factors that have influenced the development of airline travel** (students should be able to evaluate airline and travel impacts)
3. **Identify the different aspects and structures of airline and travel operations** (students should acquire knowledge on travel models and frameworks)
4. **Study theories and models relating to travel formalities**
5. **Identify the critical issues associated with negligence**
6. **Identify the role of travel guides and techniques related to airline and travel modes**
7. **Explain the significance of the customer for a successful airline operation**
8. **Identify the major stakeholders and their impacts/influence on the travel**

experience

Course Content:

- **Understanding capacity and demand**
- **Effectively manage the industry jargon**
- **Using technology effectively**
- **Understanding the complexities of airline reservations**
- **The significance of up-to-date travel information**
- **International rules and regulations**
- **Effectively identify and implement travel formalities for optimum customer satisfaction**
- **Aircraft and their utility**

Learning Activities and Teaching Methods:

Lectures, Case Studies Analysis and Discussion, Academic/Industry journals Paper Discussions, In-Class Exercises, and Presentations.

Assessment Methods:

Class activities, Role plays Homework, Project, Mid-Term, and Final Exam.

Required Textbook/Reading:

Authors	Title	Publisher	Year	ISBN
IATA-UFTA	IATA-UFTA Modules 3, 6, 7. International Travel Agents Training Programme Standard Course.	IATA-UFTA	N/A	N/A

Recommended Textbooks/Reading:

Authors	Title	Publisher	Year	ISBN
IATA-UFTA	Airline Passengers Tariff-Air Tariff	IATA-UFTA	N/A	N/A