



University of Nicosia, Cyprus

<b>Course Code</b> TOUR 140	<b>Course Title</b> Ticketing & Computerized Reservations	<b>ECTS Credits</b> 6
<b>Department</b> Hospitality, Tourism and Sports Management	<b>Semester</b> Fall, Spring	<b>Prerequisites</b> TOUR 100
<b>Type of Course</b> Major/Elective	<b>Field</b> Tourism	<b>Language of Instruction</b> English
<b>Level of Course</b> 1 <sup>st</sup> Cycle	<b>Year of Study</b> 1 <sup>st</sup>	<b>Lecturer</b> Dr Prokopis Christou
<b>Mode of Delivery</b> face-to-face	<b>Work Placement</b> N/A	<b>Co-requisites</b> 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:**



**Learning Activities and Teaching Methods:**

Lectures, Lab activities, In-Class Exercises, and Presentations.
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**Assessment Methods:**

Class activities, Lab activities, Mid-Term, and Final Exam.
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**Required Textbooks/Reading:**

<b>Authors</b>	<b>Title</b>	<b>Publisher</b>	<b>Year</b>	<b>ISBN</b>
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:**

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