



## ESOGU Tourism Faculty Course Information Form

TERM	Spring
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COURSE CODE	271118040	COURSE NAME	Automation Systems for Travel Agencies
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SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	CREDITS	ECTS	TYPE	LANGUAGE
VIII	2	0	0	2	4	CORE ( ) ELECTIVE (X)	Turkish
<b>COURSE CATEGORY</b>							
Supportive Courses	Basic Vocational	Proficiency/Field	Human, Communication, and Management Skills	Transferable Skills			
X							
<b>ASSESSMENT CRITERIAS</b>							
<b>DURING TERM</b>	Activity		Number	Percentage (%)			
	I. Mid-Term		1	40			
	II. Mid-Term						
	Quiz						
	Homework						
	Project						
	Report						
Other (...)							
<b>FINAL EXAM</b>			1	60			
<b>PREREQUISITE(S) (IF ANY)</b>							
<b>COURSE CONTENT</b>		Information systems for travel agencies, sales codes, booking seats, fee viewing, fee upload, etc.					
<b>COURSE OBJECTIVES</b>		Learning about central reservation systems required to issue airline tickets and make hotel and car reservations					
<b>CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING</b>							
<b>COURSE OUTCOMES</b>		Ability to make airline reservations and pricing, Ability to make hotel reservations and car reservations, Informing customers about their special demands during their travels					
<b>TEXTBOOK(S)</b>		Galileo Rezervasyon ve Biletleme (2008). Galileo Türkiye Amadeus Rezervasyon ve Biletleme (2008). Galileo Türkiye Amadeus Otel Araba (2008). Amadeus Türkiye					
<b>SUPPORTIVE RESOURCES</b>							
<b>EQUIPMENTS REQUIRED</b>							

COURSE OUTLINE	
WEEK	SUBJECTS / TOPICS
1	Introduction
2	Logging in and logging off the Amadeus System and Galileo
3	Sales codes
4	Compulsory fields
5	Non-compulsory fields
6	Booking file functions
7	Availability
8	Reserving a seat
9	Detailed seat reservation
10	Fee view
11	Fee upload
12	Reservation queues
13	Message queues
14	Overview
15,16	Final Exam

NO	OUTCOMES	3	2	1
1	To understand the terms and concepts this related with tourism and hotel management.		X	
2	To be able to plan the process of investment of a new established tourism company.		X	
3	To be able to manage companies to be established in the areas of tourism.			X
4	To understand local, national and international dimension of management in tourism administration.			X
5	To have the knowledge of using and evaluating the tools that can analyze a tourism company with its internal and external environment			X
6	To be able to use information and communication technologies with computer at a level which tourism sector requires.	X		
7	To understand the sectoral conditions at a level they can cope with the constant fluctuations depending on the flexible demands in the area of tourism management.			X
8	To be expertise at a special area of a tourism company (the services of front office, housekeeping, sales and marketing etc.) and hotel management		X	
9	To be able to research scientific knowledge about tourism and hotel management.			X
10	To be able to understand and comment the new trends about tourism industry.			X
11	To have sufficient knowledge and consciousness of the subjects concerning society (the protection of natural and cultural environment)			X
12	To define the source of the problems in the field by using critical thinking.			X
13	To have verbal and written communication skills in Turkish base on tourism sector.			X
14	To have verbal and written communication skills in at least one, by choice two foreign languages.			X
15	To be able to communicate by empathy with the managers of companies, customers and employees.			X
<b>1: Few 2: Partially 3: Many</b>				

**Instructor Name:**