

El Paso Community College

Syllabus

Part II

Official Course Description

SUBJECT AREA	<u>Travel and Tourism</u>
COURSE RUBRIC AND NUMBER	<u>TRVM 1306</u>
COURSE TITLE	<u>Travel Automation I</u>
COURSE CREDIT HOURS	<u>3 3 : 1</u> Credits Lec Lab

I. Catalog Description

Provides an introduction to computer training using one of the major computer reservation systems for the travel industry. Studies formats for a PNR (Passenger Name Record). Emphasizes basic availability format for flight and accommodations transactions, including entering ticketing, pricing, and fares formats. Cancel, change fares, retrieve fares, and modify passengers' names by computer and build PNR's and transfer profiles to an availability display. **(3:1)**.

II. Course Objectives

A. Unit I. Introduction

1. Describe the *SABRE*® global distribution system and keyboard.
2. Review functions of the airline computer system.
3. Identify major city, airport, and airline codes.
4. Identify the primary classes of service codes.
5. Describe the airline hub system and how it benefits air passengers.
6. Define and compare the types of flight services.
7. Compare online and off-line connections.
8. Identify the types of flight itineraries with routing examples.
9. Read and interpret flight schedules.
10. Activate the computer terminal by signing in and out of the *SABRE*® system.
11. Discuss how to change work area, place text in the Memo Area, and access Format Finder.
12. Read and interpret information in Format Finder.
13. Maintain password security
14. Demonstrate good verbal communication skills.
15. Demonstrate clear and concise writing.
16. Recruit potential employees.

B. Unit II. Passenger Name Record (PNR)

1. Discuss the basic five mandatory formats for creating a PNR.
2. Enter availability and sell to create an itinerary.
3. Discuss how to read and select flights from an availability screen.
4. Enter passenger name and the agency and passenger contact telephone numbers.
5. Enter entry to price and store fare.
6. Discuss how to select last day to purchase itinerary.
7. Enter ticketing date and received from.
8. Interpret a seat map and assign seats.
9. Enter remarks, frequent traveler information, other service information, and special service requests.
10. Enter passenger mailing address and a delivery instruction.

11. Discuss how an agency address is entered.
12. End Transaction and ignore a PNR.
13. Display an existing PNR and re-display the various parts of a PNR.
14. Display flight information from the PNR itinerary.

C. Unit III. Pricing and Fares

1. Price itineraries using global distribution system formats.
2. Use Bargain Finder SM and Bargain Finder SM Plus to price an itinerary at the lowest fare available.
3. Display price quote record.
4. Delete price quote record.
5. Enter entry to price and store fare.
6. Identify point-to-point, through, and joint fare calculations.
7. Describe the various restrictive fares.
8. Interpret the different code elements of a fare basis code.
9. Read and interpret a fare quote.

D. Unit IV. Ticketing

1. Define electronic ticketing.
2. Designate printers.
3. Issue tickets with optional qualifiers.
4. Create and send a client invoice.
5. Void tickets and view the void list.
6. Identify electronic ticketing errors and how to correct them.
7. Discuss ticketing rules and routings.
8. Name and describe the functions of the types of ARC (Airline Reporting Corporation) accountable and non-accountable traffic documents.
9. Interpret standard entries on both a manual passenger ticket and an automated ticket/boarding pass.
10. Use system references to locate help for pricing functions.
11. Demonstrate time management skills.

E. Unit V. Canceling and Modifying and SABRE® Profiles

1. Enter and move itinerary segment(s).
2. Display, reserve, modify, and cancel seats.
3. Cancel and rebook itinerary segment(s).
4. Modify a PNR (Passenger Name Record).
5. Display first and second level customer profiles.
6. Move a profile into a PNR (Passenger Name Record).
7. Build and modify a profile.

III. THECB Learning Outcomes (WECM)

1. Activate computer terminal, review functions of the airline Computer Reservation System, and learn major city, airport, and airline codes.
2. Describe and use the basic availability format for flight transactions: cancel, change, and retrieve fares, and modify passengers' names by computer.

IV. Evaluation

A. Unit Assignments

1. Unit assignments are designed to give the student the practice needed to become competent in selling and advising travelers.
2. Activities will be graded based on being complete and correct.
3. Assignments are due at the beginning of class unless otherwise instructed.
4. The student has the responsibility to complete assignments as outlined in this syllabus.
5. Web activities will be completed in the classroom when time permits or during open lab.

- B. Unit Written Exams, Lab, Assignments, and Attendance
 - 1. There will be written exams.
 - 2. Completion of lab hours will be part of the evaluation of the competence of a student.
 - 3. Completion of assignments and satisfactory attendance will be part of the evaluation of the competence of a student.
- C. Final Evaluation
 - 1. The course grade will be based on point scale for each item used in the evaluation.
 - 2. The final grade will be determined by the percent of the total points accumulated during the course.

D. Grading Scale:

900-1000 points (90 – 100%)	=	A	Incomplete	=	I
800-899 points (80 – 89%)	=	B	Withdrawal	=	W
700-799 points (70 – 79%)	=	C			
600-699 points (60 – 69%)	=	D			
000-599 points (0 – 59%)	=	F			

E. Remediation

Students seeking additional help may obtain tutoring assistance from the instructor as time permits.

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.

VII. Title IX and Sex Discrimination

Title 9 (20 U.S.C. 1681 & 34 C.F.R. Part 106) states the following "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." The Violence Against Women Act (VAWA) prohibits stalking, date violence, sexual violence, and domestic violence for all students, employees and visitors (male and female). If you have any concerns related to discrimination, harassment, or assault (of any type) you can contact the Assistant to the Vice President for Student and Enrollment Services at 915-831-2655. Employees can call the Manager of Employee Relations at 915-831-6458. Reports of sexual assault/violence may also be reported to EPCC Police at 915-831-2200.