

El Paso Community College

Syllabus

Part II

Official Course Description

SUBJECT AREA	<u>Travel and Tourism</u>
COURSE RUBRIC AND NUMBER	<u>TRVM 2335</u>
COURSE TITLE	<u>Travel Automation II</u>
COURSE CREDIT HOURS	<u>3 3 : 1</u> Credits Lec Lab

I. Catalog Description

A continuation of the study of airline computer reservation systems. Emphasis on reserving cars and hotels, using queues, creating passenger profiles, interpreting air fares, rules, and routing, and explaining these to passengers. Explores international procedures. **Prerequisite: TRVM 1306. (3:1).**

II. Course Objectives

A. Unit I. SABRE Queue Types and Structures

1. Display a queue count to determine how many items are in queue.
2. Access and work specific queues.
3. Place PNRs on queue
4. Utilize prefatory instruction codes to identify action to be taken.
5. Build and send queue messages

B. Unit II. SABRE® International Fares and Pricing

1. Define domestic fare construction.
2. Display and interpret domestic fare quotes and shoppers.
3. Define international fare rules and construction.
4. Present basic international fares, taxes, and tickets.
5. Convert foreign currency.
6. Display and interpret international fare quotes and shoppers.
7. Identify and interpret North American airfares and transportation taxes.
8. Utilize Neutral Units of Construction to calculate appropriate international fares.
9. Customize travel activities for groups and individuals.
10. Plan personnel and inventory based on trends.
11. Demonstrate basic troubleshooting.

C. Unit III. Cars Plus

1. Identify car types.
2. Encode and decode car companies.
3. Interpret and utilize car types, rate categories, and rate plans.
4. Request a shoppers quote, interpret a car segment, utilize shortcuts, retrieve car availability, sell from display, and modify PNR car segment.
5. Display local and corporate car company policies.
6. Utilize ARNK segment to achieve segment continuity.
7. Insert car segments between flight segments.

D. Unit IV. Sharp Plus

1. Display and interpret hotel availability, hotel description, and hotel rate description.
2. Locate properties, append availability entry, sell room, and modify hotel segment.
3. Utilize ARNK segment to achieve segment continuity.
4. Insert hotel segments between flight segments.

E. Unit V. SABRE® Vacations and Cruises

1. Explain the differences between the dynamic and current booking engines.
2. Access SABRE® Vacations.
3. Access SABRE® Cruises.
4. Search and compare cruises using the SABRE® Cruises shopping and booking tool.
5. Explain the differences between the two booking engines.
6. Build customer loyalty.

III. THECB Learning Outcomes (WECM)

1. Construct airline reservations through the computer.
2. Select airline schedules and quote air fares from airline systems.
3. Interpret data from appropriate airline.
4. Demonstrate skill in creating and completing a basic Passenger Name Record (PNR).
5. Modify, change, and delete items from a pre-existing Passenger Name Record.
6. Perform advanced Passenger Name Record skills.

IV. Evaluation

A. Unit Assignments

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

B. Unit Written Exams, Computer Examinations, and Attendance

1. There will be written exams.
2. 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 a 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
800-0899 points (80 – 89%)	=	B	Withdrawal	=	W
700-0799 points (70 – 79%)	=	C			
600-0699 points (60 – 69%)	=	D			
000-0599 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.