

## **TRAV 1123 - TRAVEL AND TOURISM (3 credits)**

### **Introduction to Travel Documentation**

Domestic and international air travel basic terminology and documentation procedures, including fares, reservations, e-ticketing, airline computer Global Distribution Systems (GDS) and Internet capabilities. Examine the interrelationships of accommodations, car rentals, ground handlers, rail travel, air travel, consolidators and tours.

**Upon successful completion of the course the student should be able to do the following:**

1. Interpret airline rules, tariffs, policies and fare types for documentation purposes.
2. Apply concepts learned from applicable tariffs for domestic and international itineraries for documentation purposes.
3. Explain the components of a domestic and an international airline ticket.
4. Construct a Passenger Name Record (PNR) with required information to complete an airline reservation for domestic or international air travel.
5. Recognize and compare the differences between travel agency, airline and Internet ticketing procedures.
6. Interpret information from the Global Distribution System (GDS) to identify the best fare type to match customer needs.
7. Determine and explain various restrictions and rules governing domestic and international itineraries.
8. Compare and contrast the various models for travel agency operations.
9. Interpret airline rules, tariffs, policies and fare types for documentation purposes.
10. Apply concepts learned from applicable tariffs for domestic and international itineraries for documentation purposes.
11. Explain the components of a domestic and an international airline ticket.
12. Construct a Passenger Name Record (PNR) with required information to complete an airline reservation for domestic or international air travel.
13. Recognize and compare the differences between travel agency, airline and Internet ticketing procedures.
14. Interpret information from the Global Distribution System (GDS) to identify best fare type to match customer needs
15. Determine and explain various restrictions and rules governing domestic and international itineraries
16. Compare and contrast the various models for travel agency operations.
17. Analyze airline tickets for reissue after changes have been made to an itinerary.
18. Analyze refund and exchange transactions and credit card transactions.
19. Describe Miscellaneous Charges Order (MCO) transactions for exchanges with resulting refunds.
20. Compare and contrast Tour Order payments vs. Miscellaneous Charges Order (MCO) payments for tour packages
21. Summarize the contents of the hotel and tour manuals.
22. Evaluate the pros and cons of net pricing, commissions, mark-ups, overrides, service fees and all facets of the revenue accounting structure for travel agencies.

**Continued on following page.**

**Topical Outline:**

1. Basic Global Distribution Systems (GDS) and reference materials.
2. Travel codes for airlines, airports, cities and credit cards.
3. Airline Reporting Corporation (ARC) and ticket stock.
4. Fare basis codes and class of service codes used for documentation purposes.
5. Trip types: nonstop, direct, and online and off-line connections.
6. Fare construction: one-way, round-trip, circle and open-jaw travel.
7. Fare types: electronic (E) ticketing, normal fares, excursion fares, thru fares and joint fares.
8. Passenger Name Records (PNR) with a ticket.
9. Basic tariff definitions.
10. Refund/Exchange Notices (REN II).
11. Hosted, escorted and customized tours.
12. Miscellaneous Charges Order (MCO) and Tour Order tour payments.
13. Lodging language.
14. Car rental terminology.
15. Rail travel.
16. Consolidators and group travel.