

TRAV 1210 - TRAVEL AND TOURISM (3 credits)

Introduction to Global Distribution Systems

Fundamental computer entries to complete an airline reservation within a computer system. Includes information on the major airline Global Distribution Systems (GDS) such as their operation and value to travel agents, outside sales agents, home-based agents and independent contractors.

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

1. Define the basic requirements for making airline reservations using current major airline GDS systems.
2. Identify all available seats in each class of service on a specific flight.
3. Analyze the airline tariff displays and how the fare basis relates to class of service.
4. Interpret the classes of service needed to find the best fares.
5. Determine from availability displays open seats to meet predetermined criteria.
6. Create a Passenger Name Record (PNR) using fundamental skills for preferred itinerary and pricing.
7. Produce a basic PNR including an itinerary, name, phone and ticketing field in a GDS.
8. Demonstrate how to retrieve a PNR and make changes to itinerary, name, phone or ticketing fields in a Global Distribution System.
9. Locate and interpret information related to airline reservations available in the GDS, such as location of closest airports, city codes, airline codes and airport maps.
10. Demonstrate the basic ability to use various industry computer booking systems for tour packages and cruises.

Topical Outline:

1. Computer entry formats for flight availability.
2. Computer responses to formats.
3. Classes of service and fare basis codes.
4. Airline tariffs and rules.
5. Airline reservation formats.
6. Flight reservation mandatory component formats.
7. Passenger Name Record (PNR) formats.
8. Completed PNR revisions.
9. Direct Link functions.
10. E-ticketing.
11. Airline seat assignments.
12. Tour industry computer booking systems.
13. Cruise industry computer booking systems.
14. Encoding/decoding city and airline codes.
15. Frequent Flyer membership numbers.