

TRAV 2229 - TRAVEL AND TOURISM (3 credits)

Advanced Travel Documentation

Advanced methods for evaluating and selling domestic and international airline reservations, airline tickets, and tours. Interpret international documentation requirements along with worldwide travel codes and terminology. Includes research and utilization of information on the Internet and in hotel, tour and resource manuals.

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

1. Interpret complex airline schedules from airline Global Distribution Systems (GDS), including single and double connections.
2. Identify methods of arranging complicated domestic and international reservations.
3. Demonstrate components of calculating elapsed time of flight itineraries in relation to Greenwich Mean Time (GMT).
4. Review airline tariff rates based on routing and mileage fares.
5. Identify the three International Air Transport Association's (IATA) traffic areas.
6. Explain domestic and international destination itineraries and tickets.
7. Explain the 24-hour clock and its use in international ticketing.
8. Identify the function and role of the International Air Transport Association (IATA) and the International Airline Travel Agent Network (IATAN).
9. Compare and examine the basic five Freedoms of the Air.
10. Use the Internet, published guides and directories for tours, hotels, and tourist services.
11. Discuss procedures and operations for booking international group tours.
12. Assess sales brochures, pamphlets, and the Internet for domestic and international tour considerations.
13. Review and explain travel terminology and international documentation.
14. Explain customs and immigration formalities and procedures.
15. Discuss procedures to prepare the Airline Reporting Corporation's (ARC) Interactive Agency Reporting (IAR) System for weekly agency sales reports.
16. Compare and contrast characteristics of worldwide consolidators and consortia and explain their impact on the travel industry.

Topical Outline:

1. Computer technology and Global Distribution Systems (GDS).
2. Greenwich Mean Time (GMT) and the 24-hour clock.
3. International city, airport and airline codes.
4. Basic five Freedoms of the Air.
5. Full fare, circle trip and open jaw itinerary tickets.
6. Excursion and Advance Purchase Excursion (APEX) fares.
7. Ticket originating in an international city.
8. Consolidators and consortia.
9. Mileage and routing system for fare construction.
10. Infants' and children's fares.
11. Neutral Units of Construction (NUC).
12. Banker's Buying Rate/Banker's Selling Rate (BBR/BSR).
13. Role of International Air Transport Association (IATA) and International Travel Agent Network (IATAN).
14. International travel terminology, codes and documentation.
15. Immigration, health, customs and airport control issues.
16. Basic sales brochures, pamphlets and the Internet for tour reservations.
17. Procedures for choosing domestic and international independent, hosted, and escorted tours.
18. Tour operators, receptive tour companies, ground handlers and inbound tourism service providers.
19. Manuals for international travel planning.
20. Airline Reporting Corporation's (ARC) Interactive Agency Reporting (IAR) system for weekly agency reports.