

SYLLABUS

SUBJECT Information Technology in Tourism and Recreation

TEACHER msc Jerzy Kulasa

COURSE DESCRIPTION

Part I. Amadeus Introduction to Reservations in Cryptic Mode

This course will introduce students to the specificities of the travel industry and enable to use Amadeus system. Course is designed for those that have not been trained on and previously used a GDS (Global Distribution System) or airline CRS (Central Reservation System) in a travel agency. This course is an introduction to the use of the Amadeus system in a travel agency environment.

Part II. Using Databases

This module enables students to understand some of the main concepts of databases and demonstrate the ability to use a database application. This includes creating and modifying tables, queries, forms and reports, and preparing outputs ready for distribution, as well as learning to relate tables and to retrieve and manipulate information from a database by using query and sort tools.

ECTS

5

LEARNING OUTCOMES

Part I. Amadeus Introduction to Reservations in Cryptic Mode

Upon completion of this part, student will be able to:

- Operate in the Amadeus Selling Platform and Pro-web environment
- Display general information in the Amadeus Information System
- Display airline availability, schedules and timetables
- Book, waitlist and cancel airline reservations
- Construct a Passenger Name Record
- Retrieve and modify Passenger Name Record information

Part II. Using Databases

On completion of this part student will be able to:

- Understand what a database is and how it is organised and operated
- Create a simple database and view the database content in various modes
- Create a table, define and modify fields and their properties; enter and edit data in a table
- Sort and filter a table or form; create, modify and run queries to retrieve specific information from a database
- Understand what a form is and create a form to enter, modify and delete records and data in records
- Create routine reports and prepare outputs ready for distribution

GRADING POLICY

Each of our class sessions will be devoted to a combination of lectures, case discussions, class exercises, and group work. Every student is expected to come to class prepared and to actively participate in our learning environment. Written test (60% of final grade); Class participation

(40% of final grade); Attendance will be taken every laboratory meeting. There are no excused absences.

TIMETABLE

	Theme	Hours
1	Introduction to the Amadeus GDS Signing in to Amadeus, Signing out of Amadeus, Agent work areas	2
2	Encode and Decode Encode cities and airports, Decode cities and airports, Encode and decode airline names and codes, Encode and decode aircraft equipment, Encode and decode countries	2
3	Calculator and currency functions, minimum connect times Amadeus calendar functions, Amadeus clock functions, Amadeus calculator functions, Currency conversion, Minimum connecting times	2
4	Amadeus Information System (AIS)	2
5	Flight availability Basic flight availability, Availability from a timetable, Journey types, Return availability, Schedule displays	2
6	PNR Itinerary Elements, Name Element, Telephone Contact Element, Ticketing Arrangement Elements Received from Elements, End Transaction, Ignore Transaction	2
7	Other / Optional PNR Elements Other Service Information, Remarks Elements, General Remark, Confidential Remark, Itinerary Remark, Special Service Request, Meal Request, Special Message, Advance Seat, Seat Wish, Seat Request	2
8	Amadeus Basic Test	2
9	Understanding Databases Key Concepts, Database Organization, Relationships Operation	2
10	Using the Application Working with Databases, Common Tasks	2
11	Tables Records, Design	2
12	Retrieving Information Main Operations, Queries	2
13	Objects Forms	2
14	Outputs Reports, Data Export	2
15	Using Databases Test	2

TEXTBOOK AND REQUIRED MATERIALS

1. Customer Support - Amadeus Basic Manual, Amadeus Development Company, France.
2. Microsoft Access 2010 Step by Step (Step By Step (Microsoft)) by Joan Lambert.

PREREQUISITES:

To attend this course you do not need experience of using a GDS (Global Distribution System) but must have at least a basic understanding of the travel industry, and of travel industry terminology. High school course in operating systems and popular office software.