



**COURSE OUTLINE
FALL 2008**

HOS 123

Introduction To Travel and Tourism

Course Number

Course Title

**3
Credits**

**3 lecture hours
Hours: lecture/laboratory/other (specify)**

Catalog description:

Designed to develop skills in constructing itineraries, domestic and international ticketing; handling hotel , motel and resort reservations; arranging cruises; tours and car rentals; attention to customs and immigration issues; and the responsibilities, professional behavior, and ethics required for success in the field.

Prerequisites: None

Corequisites: None

**Required texts/other materials:
None**

Last revised: Fall, 2008

**Course coordinator: Professor Joan Jones
 B.S. 125
 609-570-3436**

Instructor Office Hours: _____

Information resources: A classroom library will be provided for the students.

Other learning resources: In addition to the classroom library, online resources will be utilized. Professionals in the travel and tourism industry will also be invited to speak with the students about their careers.

Course goals:

The student will be able to:

The student will be able to demonstrate an understanding of the importance of the travel and tourism industry and its role in society.

The student will be able to explain the many dimensions of the industry, i.e. air travel, hotels, cruises, etc.

The student will gain an awareness of the numerous resources available to the professional travel counselor.

The students will gain skills required to prepare itineraries and travel packages.

The students will understand the importance of professional ethics in the industry and learn how to practice this behavior with clients.

The student will be able to analyze the effects of political events on the industry and how to adjust travel planning as a result.

Course-specific General Education Core Competencies and Goals.

GENERAL EDUCATION KNOWLEDGE GOALS:

Goal 1. Communication. Students will communicate effectively in both speech and writing.

Goal 4. Technology. Students will use computer systems or other appropriate forms of technology to achieve educational or personal goals.

Goal 8. Diversity. Students will understand the importance of a global perspective and culturally diverse peoples.

Goal 9. Ethical Reasoning and Action. Students will understand ethical issues and situations.

MCCC CORE SKILLS:

Goal A. Written and Oral Communication in English. Students will communicate effectively in speech and writing and demonstrate proficiency in reading.

Goal B. Critical Thinking and Problem-Solving. Students will use critical thinking and problem-solving skills in analyzing information.

Goal C. Ethical Decision-Making. Students will recognize, analyze, and assess ethical issues and situations.

Goal D. Information Literacy. Students will recognize when information is needed and have the knowledge and skills to locate, evaluate, and effectively use information for college level work.

Goal E. Computer Literacy. Students will use computers to access, analyze, or present information, solve problems, and communicate with others.

Goal F. Collaboration and Cooperation. Students will develop the interpersonal skills required for effective performance in group situations.

Goal G. Intra-Cultural and Inter-Cultural Responsibility. Students will demonstrate an awareness of the responsibilities of intelligent citizenship in a diverse and pluralistic society, and will demonstrate cultural, global, and environmental awareness.

Unit I THE TRAVEL INDUSTRY

Learning Objectives

The student will be able to..

- Explain the importance of the travel industry today
- Describe the effects of social, political, and economic events on the industry
- Outline the major segments within the travel and tourism industry
- Discuss and utilize resources for the travel professional
- Explain the importance of professionalism and ethics in the industry

Unit II AIR TRAVEL

Learning Objectives

The student will be able to...

- Define terminology of air travel and decode the codes
- Differentiate among the various fare structures, rules, and ticketing procedures among airlines domestically and internationally
- Explain policies and documentation for air travel
- Analyze political situations and describe relevant travel precautions and health issues

Unit III LODGING

Learning Objectives

The student will be able to...

- Describe the characteristics of the various types of lodging, i.e. hotels, motels, resorts, bed and breakfasts, etc.
- Compare and evaluate properties based on criteria typically used within the industry
- Research and locate the best rates and discounts available for the prospective client
- Explain how lodging reservations are made

Unit IV CRUISES

Learning Objectives

The student will be able to ...

- Explain the benefits of cruising and learn how to qualify the client
- Compare the categories of cruises
- Evaluate a cruise line's appropriateness for the client based on ship's personalities, ports of call, stateroom selection, pricing, etc.
- Provide the professional assistance for the client regarding tipping, documents, and any other important information

Unit V CAR RENTALS AND TOURS

Learning Objectives

The students will be able to ...

- Differentiate between the categories of cars, rental rates and rules as they exist within the various agencies
- Discuss international car rentals including international driving licenses and rules
- Explain the types of tours such as independent, hosted and escorted; and determine the appropriateness of each type for specific clients
- Locate and select specific tour wholesalers and operators based on the quality of their product

Evaluation of student learning:

Mid-Term examination	25%
Final examination	25%
Term project	40%*
Attendance and participation	10%

*The project is the development of a complete international tour package. Guidelines will be given to the student separately.

Academic Integrity Statement:

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A student who knowingly represents work of others as his/her own, uses or obtains unauthorized assistance in the execution of any academic work, or gives fraudulent assistance to another student is guilty of cheating. The penalty for violating the honor code is severe (see Student Handbook). Any student violating the honor code is subject to receive a failing grade for the course and will be reported to the Office of Student Affairs. If a student is unclear about whether a particular situation may constitute an honor code violation, the student should meet with the instructor to discuss the situation.

It is permissible to assist classmates in general discussions and such interaction is encouraged. Students must not work together on graded assignments unless it is a group assignment. A student may not use or copy (by any means) another's work or portions of it and represent it as his/her own.

NOTE:

- Students are required to take all tests on the date scheduled. No makeup tests will be permitted except for extremely serious circumstances.
- Students are expected to attend all of their classes. If a class is missed for any reason it is the student's responsibility to get any material, notes, handouts, announcements, etc.
- Students should be on time for class. If a student walks in late, it is expected that he/she enter the room quietly so that they do not disrupt the class meeting.
- Students are expected to follow ordinary rules of courtesy during class. Engaging in private conversation is distracting to the other students and to the instructor.
- Disruptive behavior of any kind is not appropriate and the instructor reserves the right to have a student leave if he/she interferes with the other students' right to receive instruction.
- Cell phones should be turned off during class time. They are a distraction and can disrupt the learning environment.
- Assignments will not be accepted after the due date. Assignments submitted early can be reviewed by the instructor and assistance with their revision is available to students.