



# COURSE OUTLINE FALL 2008

HOS 124

COMPUTERIZED RESERVATIONS

**Course Number**

**Course Title**

3

3 lecture hours

**Credits**

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

**Catalog description:**

Course designed to provide an understanding of the various facets of travel/tourism reservations with an emphasis on developing skills in utilizing automated reservations systems.

**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 extensively. 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:***

- Identify the primary resources utilized within the travel industry.
- Compare travel references and select the most appropriate ones for the clients' needs.
- Analyze client profile and determine the most appropriate travel services for the specific client.
- Demonstrate their ability to create packages which include all or most components of a travel package.
- Identify a travel problem, concern, or client complaint; and determine the most effective way of resolving it while demonstrating professionalism and quality customer service.

## **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 2. Mathematics.** Students will use appropriate mathematical and statistical concepts and operations to interpret data and to solve problems.

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

**Goal 5. Social Science.** Students will use social science theories and concepts to analyze human behavior and social and political institutions and to act as responsible citizens.

**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.

## **Units of study in detail.**

### **Unit I      Reservations Basics**

#### **Learning Objectives**

##### ***The student will be able to...***

- Understand and explain the basics of reservations systems and resources
- Demonstrate an awareness of passenger name records (PNR's) and their importance
- Explain and demonstrate the components of a comprehensive reservation and the Reservation Code of Ethics

### **Unit II      AIRLINE RESERVATIONS**

#### **Learning Objectives**

##### ***The student will be able to...***

- Interpret air fares and rules through online systems and printed airline references.
- Demonstrate proficiency in the decoding of airline codes including city codes, airline codes, fare codes, special needs, etc.
- Explain political and health issues involved with air travel to specific destinations and also the documentation required for travel to all destinations.

### **UNIT III      OTHER TRAVEL RESERVATIONS**

#### **Learning Objectives**

##### **The student will be able to...**

- Analyze the many cruise lines, match the appropriate cruise with the client, and provide the booking.
- Differentiate between the various hotel classification, amenities, and rates, and complete the reservation.
- Explain car rental contracts and terms to the client, decode equipment types, complete the reservation for the client including insurance options.
- Assemble package tours based on client surveys and requests.

## **Evaluation of student learning:**

### **FINAL GRADE PERCENTAGES:**

Computer Labs	25%
Tests	25%
Final Examination or Project	30%
Attendance and Participation	20%

## **Academic Integrity Statement:**

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.