Module description (syllabus): Systemy rezerwacyjne w turystyce

Module title:	**Systemy rezerwacyjne w turystyce**	**ECTS**	**5**
Module title translation:	Tourism reservation systems		
Module for study direction:	**Erasmus**		

Module language: **angielski**		Study level: **2**
Study cycle: **stacjonarne**	Module status: **kierunkowy - do wyboru**	Semester number: **4** **semestr letni**
Academic Year from which module description is valid :	**2020/2021**	Catalogue number: **EKR-E-2S-4-34-KF-2020-ERA**

Person in charge of the module:	**Maciej Stawicki, dr**
Teachers responsible for classes:	**Maciej Stawicki, PhD**
Unit responsible for the module:	**Katedra Polityki Rozwoju i Marketingu**
Faculty in charge:	**Wydział Ekonomiczny**
Objectives of the module:	a. The course will allow you to learn the basic functions and practical operation of the Amadeus Global Distribution System b. The aim of the course is to familiarize students with the possibilities of using systems reservations in the service of tourist traffic c. The practical purposes of the subject are: providing basic information about the computer reservation system in tourist services and acquiring skills in the use of the Amadeus system (Amadeus Selling Platform Connect solution) which is used by airlines and tourist enterprises in Poland and abroad d. Well-informed knowledge and skills will enable students to familiarize with practical aspects of work in handling tourist traffic and contribute to the increase of their chances on the labor market. **Lectures** Overview of the most important IT and booking systems used in the tourism industry Familiarization with the basic functions of the Amadeus system. Familiarization with various system interfaces (graphic mode, cryptic mode) **Classes** basic commands, Amadeus Information System; searching for information about countries, visa issues, health issues etc. Basic codes for handling tourist traffic. Get acquainted with the codes of countries, cities, hotel chains and airports used in computer systems. Timetables and flight availability Display of flight schedules and availability of seats, search flights according to defined criteria. Flight reservations and other tourist services. Mandatory elements of booking, errors in booking their removal. Creating, modification and deleting a reservation. Tariffs in air traffic Tariffs - display, auxiliary functions, display of published and negotiated tariffs, display of tariff notes and booking classes. Searching for optimal routes. Pricing of airline reservations, Route information calculation, tariff price and final price, Booking of other tourist services. Search, cost calculation and hotel reservation, vehicle search and rental
Teaching forms and number of hours:	a. lectures - no of hours: full time study: 10, part-time study. 0 b. laboratory classes - no of hours: full time study: 20, niestacj. 0
Teaching methods:	problem solving, consultation with the lecturer, lectures, practical use of system
Initial requirements and formal prerequisities:	To participate in the course English language skills are necessary

Learning outcomes:	**Knowledge - knows and understands:** 1. Student knows and understands the basic commands of the reservation system as a modern tool	**Skills - can:** 2. Student can build system commands and help others to do it 3. Student can find the optimal flight connections, calculate their price and issue a ticket	**Competences - is ready for:** 4. Using the system is ready to independent, comprehensive service sample customer and solve problems

Assessement methods:	test on classes (efekty: 1,2,3,4), assessment of the project work (effects: 1,2,3,4), assessment of activities during classes (effects: 1,2,3,4)
Formal documentation of the learning outcome:	evaluation forms (in that on attendance list), set of questions
Elements of the final grade and their weights:	test during classes - 60%, assessment of the project work - 20%, assessment of activities during classes - 20%

Place of teaching:	computer lab

Teaching materials (obligatory and additional):

1. E-business for tourism : practical guidelines for tourism destinations and businesses, WTO. Business Council - Madrid, World Tourism Organization , 2001
2. Lewis, R., Flying the nest (global distribution systems), Caterer & Hotelkeeper, Dec 2, 2004
3. Mcdonald M., Direct to the customer: American Airlines plans to bypass the GDSs for major accounts with direct connect, Air Transport World, April, 2010, Vol.47(4)
4. Boehmer J., DOT Proposes Ancillary Fee Requirements, Might Exclude Global Distribution Systems, Business Travel News, Jun 16, 2014
5. Beaver A., A Dictionary of Tourism and Travel, Oxford University Press, 2012
6. Voiculeţ A., Iordache C., Prospects Of Computer - Assisted Booking And Global Distribution Systems At World Level, Revista tinerilor economişti, 2010, Issue 14S

Remarks:
If you are interested in new technogies in tourism and their practical knowledge - feel invited!|

Quantitative indicators describing the module:	
Estimated total number of student work hours (contact and own work) necessary to achieve the learning outcomes assumed for the module - on this basis, complete the ECTS field:	**88/0**
The total number of ECTS points which the student receives in module requiring direct participation of academic teachers or other persons:	**1.76/0 ECTS**

Table of compliance of the directional learning outcomes with the effects of the module			
Outcome category	Learning outcomes for module:	Reference to effects for the study program for the direction of study	The impact of classes on the directional effect*)
Knowledge	1. Student knows and understands the basic commands of the reservation system as a modern tool	EK1_KW03	1
Skills	2. Student can build system commands and help others to do it	EK1_KU05	1
	3. Student can find the optimal flight connections, calculate their price and issue a ticket	EK1_KU04	1
Competences	4. Using the system is ready to independent, comprehensive service sample customer and solve problems	EK1_KK01	2

*) 3 - advanced and detailed, 2 - significant, 1 - basic