PELLOISPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

TRAVEL ARRANGEMENTS
HSP 2510

Class Hours: 3.0 Credit Hours: 3.0
Laboratory Hours: 0.0 Date Revised: Spring 00

NOTE: This course is not designed for transfer credit.

Catalog Course Description:
This course examines the principles and methods of scheduling reservations. It includes simulations of travel reservation systems.

Entry Level Standards:
Must be able to read, write, speak, and reason at the college level.

Prerequisites:
HSP 2200 and 2210

Textbook(s) and Other Reference Materials Basic to the Course:
Foster, Dennis, L. Reservations and Ticketing with Sabre, 2nd Ed., Glencoe, McGraw Hill, Ohio, 1996

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>Introduction to Sabre</td>
</tr>
<tr>
<td>2</td>
<td>Flight Availability</td>
</tr>
<tr>
<td>3</td>
<td>Selling</td>
</tr>
<tr>
<td>4</td>
<td>Passenger Name Records; Supplemental Data</td>
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<tr>
<td>5</td>
<td>Modifying the Itinerary; Changing, Reducing, and Dividing</td>
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<tr>
<td>6</td>
<td>Fair Displays</td>
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<tr>
<td>7</td>
<td>Itinerary Pricing</td>
</tr>
<tr>
<td>8</td>
<td>Issuing tickets and Invoices</td>
</tr>
<tr>
<td>9</td>
<td>Seat Assignments; Queues</td>
</tr>
<tr>
<td>10</td>
<td>Client Profiles</td>
</tr>
</tbody>
</table>
II. Course Objectives*: 

A. Exhibit an adequate knowledge of reservation systems to be employable in the travel sales field. I, II, III, IV, V, VIII

B. Demonstrate a complete and thorough knowledge of how reservation systems interact with airlines, lodging, and ground transportation. I, II, V, VI, VIII

C. Demonstrate the ability to analyze varied travel fares and packages to determine the most profitable and best consumer values. I, III, V, VIII

D. Understand and use customer information to better satisfy the consumer needs and desires. I, II, III, IV, VIII

E. Know key terms and phrases inherent to travel reservation systems. V, VI, VIII

F. Demonstrate a knowledge of how airlines segment their varied consumers into different market segments. I, II, III, VI, VIII

*Roman numerals after course objectives reference goals of the Hospitality program.

III. Instructional Processes*: 

Students will:

1. Utilize the computer SABRE simulation to book and investigate airline fares to specific destinations. *Active Learning Strategy, Information Literacy Outcome, Transitional Strategy*

2. Utilize the SABRE system to enter, modify, and display passenger information. *Active Learning Strategy, Information Literacy Outcome*

3. Work in groups to book airline, lodging, and ground transportation to a mutually agreeable destination. *Cultural Diversity and Social Adaptation Outcome, Communication Outcome, Active Learning Strategy, Problem Solving and Decision Making Outcome*

4. Plan, book, and cost out a personal trip to a foreign country from Knoxville to include return travel. *Communication Outcome, Information Literacy Outcome, Problem Solving and Decision Making Outcome, Active Learning Strategy, Transitional Strategy*

5. Utilize the simulated SABRE system to reserve a rental car in a specific location from a pre-determined vendor. *Communication Outcome, Active Learning Strategy, Problem Solving and Decision Making Outcome*

6. Compare and contrast travel price packages using the SABRE software package.
7. Create a reference checklist that coordinates specific demographics with related travel options. *Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.*

**IV. Expectations for Student Performance:**

Upon successful completion of this course, the student should be able to:

1. Identify the main components of a computer reservation's system. A, B, E
2. Encode or decode airlines, cities, airports, equipment, hotel chains, and car rental companies. A, B, C, D, E
3. Display return flight availability. A, B, E
4. Sell seats and connections from an availability display. A, B, C, D, F
5. Identify five mandatory and three optional parts of a passenger name record. A, B, D
6. Input data to the remarks and address fields. A, B, D
7. Input a form of payment or a client billing address. A, B, C, D
8. Input frequent flyer account numbers. A, B, C, D, F
9. Display selected passenger data fields. A, D, E
10. Change passenger data A, D, E
11. Interpret a fare quote for a specified carrier. A, B, C, E
12. Determine the total ticket price for a booked air itinerary. A, C, E
13. Initialize a ticket printer. A, E
14. Request automatic seat assignment on participating carriers. A, B, D
15. Explain the purpose and use of agency queues. A, B, E, F
16. Display a primary or secondary STAR. A, B, E
17. Display and interpret a hotel index for a specified city. A, B, C, E, F
18. Identify common car type codes, and availability. A, B, C, E
19. Obtain format help from the FOX system. A, B, C
20. Display tour availability. A, B, C, D, E

*Letters after performance expectations reference the course objectives listed above.*
V. Evaluation:

A. Testing Procedures:

Students are evaluated primarily on the basis of tests. A minimum of three exams must be given.

B. Laboratory Expectations:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods:

Class participation, group work and homework will also comprise the final grade for the course. Each instructor must provide full details the first week of class via a syllabus supplement.

E. Grading Scale:

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>92 - 100</td>
<td>A</td>
</tr>
<tr>
<td>89 - 91</td>
<td>B+</td>
</tr>
<tr>
<td>82 - 88</td>
<td>B</td>
</tr>
<tr>
<td>79 - 81</td>
<td>C+</td>
</tr>
<tr>
<td>72 - 78</td>
<td>C</td>
</tr>
<tr>
<td>65 - 71</td>
<td>D</td>
</tr>
<tr>
<td>Below 65</td>
<td>F</td>
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VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75% of their scheduled class and laboratory meetings in order to receive credit for the course.