

Syrian Arab Republic	 الجامعة الافتراضية السورية SYRIAN VIRTUAL UNIVERSITY	الجمهورية العربية السورية
Ministry of Higher Education and Scientific Research		وزارة التعليم العالي والبحث العلمي
Syrian Virtual University		الجامعة الافتراضية السورية

## Course Description: Computer Applications for Tourism Companies & Travel Agencies (practical course)

### 1. Basic Information:

<b>Course Name</b>	Computer Applications for Tourism Companies & Travel Agencies (practical course)
<b>Course ID</b>	TTM606
<b>Contact Hours (Registered Sessions)</b>	24
<b>Contact Hours (Synchronized Sessions)</b>	24
<b>Mid Term Exam</b>	-
<b>Exam</b>	75 Min
<b>Registered Sessions Work Load</b>	36
<b>Synchronized Session Work Load</b>	24
<b>Credit Hours</b>	5
<b>Course Level</b>	6

### 2. Pre-Requisites:

Course	ID
Computer Skills	GBS302
Tourism Companies & Travel Agencies Management	TTM601
Airlines Services Management	TTM602

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### 3. Course General Objectives:

Training the student to use the computer and how to enter the Amadeus flight system by getting to know the flight system and its establishment, reviewing the office information and the instant assistance system with reviewing the pages of the Amadeus system information, and airport guides. The single and double flight will also be displayed, flight times will be displayed, and the method of flight reservation will be made from the passenger's name. , Itinerary, preparing tickets, user name, ending and closing the reservation record, the possibility of rejecting and ignoring the process, and also we will review the traveler's reservation record and flight information, special required services, and how to modify the passenger's reservation, and with the flight line and ticket price store, reservation conditions and deletion of price inventory And how to deal with the office mailbox, and transfer reservations from one office to another.

### 4. Intended Learning Outcomes (ILO):

Code	Intended Learning Outcomes
<b>ILO1</b>	Learn about the aviation system and its establishment.
<b>ILO2</b>	Flight view.
<b>ILO3</b>	Passenger reservation record.
<b>ILO4</b>	Itinerary pricing.
<b>ILO5</b>	Quizzes office mailbox.

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## 5. Course Syllabus:

- **RS:** Recorded Sessions; **SS:** Synchronized Sessions:

ILO	Course Syllabus	RS	SS	Type	Additional Notes
ILO1	<ul style="list-style-type: none"> <li>• <b>Learn about the aviation system and its establishment:</b> <ul style="list-style-type: none"> <li>- First - review the office information.</li> <li>- Secondly - the instant help system.</li> <li>- Third - review the Amadeus system information pages.</li> <li>- Fourth - airport guides.</li> </ul> </li> </ul>	4	4	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> Assignments <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> <b>Others</b>	-----
ILO2	<ul style="list-style-type: none"> <li>• <b>View flight:</b> <ul style="list-style-type: none"> <li>- First - the ability to view the trip.</li> <li>- Second - reservation steps.</li> </ul> </li> </ul>	5	5	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> Assignments <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> <b>Others</b>	-----

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<b>ILO3</b>	<ul style="list-style-type: none"> <li>• <b>Passenger reservation record:</b> <ul style="list-style-type: none"> <li>- First - reviewing the traveler's reservation record.</li> <li>- Second - Modify the passenger's reservation.</li> </ul> </li> </ul>	5	5	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> Assignments <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> <b>Others</b>	-----
<b>ILO4</b>	<ul style="list-style-type: none"> <li>• <b>Itinerary pricing:</b> <ul style="list-style-type: none"> <li>- First - the pricing of the itinerary.</li> <li>- Second - store ticket prices.</li> <li>- Third - Reservation conditions.</li> <li>- Fourth - deleting stock prices.</li> </ul> </li> </ul>	5	5	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> Assignments <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> <b>Others</b>	-----
<b>ILO5</b>	<ul style="list-style-type: none"> <li>• <b>Office mailbox:</b> <ul style="list-style-type: none"> <li>- First - the QZ office mailbox.</li> <li>- Second - Transferring the reservation.</li> </ul> </li> </ul>	5	5	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> Assignments <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> <b>Others</b>	-----

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## 6. Assessment Criteria (Related to ILOs):

<b>ISC</b>	Interactive Synchronized Collaboration	<b>Ex</b>	Exams	<b>Rpt</b>	Reports
<b>PF2F</b>	Presentations and Face-to-Face Assessments	<b>PW</b>	Practice Work		

ILO Code	ILO	Intended Results	Assessment Type				
			ISC	PW	Ex	PF 2F	Rpt
<b>ILO1</b>	- Recognize the symbols of the Travel and Tourism Office.	<ul style="list-style-type: none"> <li>- The focus.</li> <li>- Training.</li> <li>- Learning.</li> <li>- Computer skills.</li> </ul>	✓	✓			
	- Recognize the ticket information listed on it.						
	- View the pages and information of the Amadeus system.						
	- Teach arithmetic operations in the Amadeus system and learn about airport guides.						
<b>ILO2</b>	- Learn how to view the trip.	<ul style="list-style-type: none"> <li>- The focus.</li> <li>- Training.</li> <li>- Learning.</li> <li>- Identify.</li> <li>- Precision.</li> <li>- The use.</li> </ul>	✓	✓			
	- Learn how to view flight schedules.						
	- Practice showing a trip to a specific destination (double trip).						

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	<ul style="list-style-type: none"> <li>- He is trained to book flights by following the steps after reviewing the flight.</li> <li>- Use ignore or dismiss to make appropriate adjustments.</li> </ul>					
<b>ILO3</b>	<ul style="list-style-type: none"> <li>- Views the passenger reservation record by following the steps of the system and enters the flight information in several ways.</li> <li>- Learn about the distinguished services for passengers, review the seat map, and choose the number and meals.</li> <li>- He sends and prints the reservation and the possibility of cancellation or modification.</li> </ul>	<ul style="list-style-type: none"> <li>- The focus.</li> <li>- Training.</li> <li>- Learning.</li> <li>- Identify.</li> <li>- The performance.</li> <li>- Precision.</li> <li>- The use.</li> </ul>	✓	✓		
<b>ILO4</b>	<ul style="list-style-type: none"> <li>- Reviews how to price the itinerary.</li> <li>- View the ticket price store and how to delete the price</li> </ul>	<ul style="list-style-type: none"> <li>- The focus.</li> <li>- Training skills.</li> <li>- Learning.</li> <li>- Identify.</li> </ul>	✓	✓		

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	store. - Familiarize yourself with the booking conditions. - Learn how to delete stock prices.	- The performance.					
<b>ILO5</b>	- The office mailbox shows QQs. - Learn that each key has a number assigned to a specific job. - Learn the entries and usages of working in a Quse environment. - It categorizes the categories according to sectors. - Learn how to transfer reservations from one office to another.	- The focus. - Training skills. - Learning. - Identify. - The performance. - Being able to use the program.	✓	✓			

## 7. Practice Tools:

Tool Name	Description
The computer	Equipped with Amadeus software.

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## 8. Main References:

- Amadeus System Server Syria in cooperation with the parent company Madrid (Spain).

## 9. Additional References:

- Non.