The University of Jordan

Accreditation & Quality Assurance Center

COURSE Syllabus

Course Name:
Computer Applications for Tourism

1	Course title	Computer Applications for Tourism
2	Course number	2603336
3	Credit hours (theory, practical)	3 practical
	Contact hours (theory, practical)	6 practical hours
4	Prerequisites/corequisites	As per the students' study plan
5	Program title	Tourism Management
6	Program code	03
7	Awarding institution	The University of Jordan
8	Faculty	Archaeology and Tourism
9	Department	Tourism Management
10	Level of course	3rd year
11	Year of study and semester (s)	1st semester 2018/2019
12	Final Qualification	N/A
13	Other department (s) involved in teaching the course	N/A
14	Language of Instruction	English
15	Date of production/revision	N/A

16. Course Coordinator:

Dr. Ziad Alrawadieh
Ext: 25032,
Office Hours: Sunday, Tuesday and Thursday from 12-1
Email: z.rawadieh@ju.edu.jo

17. Other instructors:

Office numbers, office hours, phone numbers, and email addresses should be listed.

18. Course Description:

The course provides students with hands-on experience, and simulation on some computer applications important for tourism.   This course will focus on teaching a computer reservation system (Sabre).

19. Course aims and outcomes:

A- Aims:

To raise the awareness of students to the crucial role played by the computer reservation systems in the travel agencies worldwide
To guide the students to the right way to make the reservation, price it, and issue the tickets, make the refund and the exchange, and voiding.

B- Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to …

-	Create a Passenger Name Record (PNR) containing the five mandatory fields.
-	Display an existing PNR and re-display the various parts of a PNR.
-	Modification - Itinerary, PNR fields.
-	Display and Reserve Seats.
-	Access and work specific queues.
-	Create / Display / Delete Price Quote (PQ) record.
-	Price itineraries using Command Pricing, Discount Pricing.
-	Issue tickets with optional qualifiers including and Infant tickets,Void , Net Remit.

20. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Introduction to Sabre Red Workspace	1	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document
Availability	2	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document
PNR fields	3+4	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document
Pricing (Basic Pricing, bargain finder, bargain finder plus), Rules Display, and Ticketing	5+6	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document
Voiding	7	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document
Refund and Exchange	8 + 9	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document
Fare Quote	10	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document

Journey Record	11	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document	
Dividing the reservation	12	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document	
Cloning	13	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document	
Queues	14-15	Dr. Ziad Alrawadieh	As in the above-mentioned ILOs	Written and practical exams	Are mentioned in this document	

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following <u>teaching and learning methods</u>:
Lectures using an interactive approach.

Practical trainings on the reservation system (SABRE)

Discussion and input from students.

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following <u>assessment methods and requirements</u>:
Quiz: 10%
Midterm Exam: 30%
Participation: 10%
Practical Exam:10%
Final Exam 40% (Written)

23. Course Policies:

A- Attendance policies:

As per the regulations of the University of Jordan

B- Absences from exams and handing in assignments on time:

As per the regulations of the University of Jordan

C- Health and safety procedures:

As per the procedures of the University of Jordan and the standard safety measures when in the field

D- Honesty policy regarding cheating, plagiarism, misbehavior:

As per the regulations of the University of Jordan

E- Grading policy:

The overall performance of students in both written and practical exams in addition to written and practical assignments, Students are encouraged to be proactive and interactive as this course is dynamic in its nature

F- Available university services that support achievement in the course:

- The computer lab.
- The computer reservation system.

24. Required equipment:

LCD overhead projector
PowerPoint
Multimedia resources
Handouts
Text books
While Board
PCs
 Stationary,
 Manuals and Materials for various activities.

2٠. References:

A- Required book (s), assigned reading and audio-visuals:

- Sabre Manuals,
- Format Finder,
- Agency eServices,
- Quick References..
- Sabre Basics.
- Sabre Ticketing.
- Sabre Refund and Reissue

B- Recommended books, materials, and media:
 www.expedia.com

 www.edreams.com

2٦. Additional information:

This course will be practical in its nature and will include group work, therefore students are supposed to be active. While in tours, students are expected to follow the instructions given by the tutor and adhere to the law and regulations of the university of Joran. Failure to comply with this will make the student accountable.

Name of Course Coordinator: Dr. Ziad Alrawadieh   Signature: ------------------------ Date: 05/10/2018

Head of curriculum committee/Department: ------------------------ Signature: --------------------------------

Head of Department: ------------------------- Signature: ---------------------------------

Head of curriculum committee/Faculty: ------------------------ Signature: -------------------------------

Dean: --- -Signature: --------------------------------

Copy to:
Head of Department
Assistant Dean for Quality Assurance
Course File