



**AYDIN ADNAN MENDERES UNIVERSITY**  
**FACULTY OF TOURISM**  
**TOURISM GUIDING**  
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**COURSE INFORMATION FORM**

Course Title	Global Distribution Systems II								
Course Code	AGE410	Course Level			First Cycle (Bachelor's Degree)				
ECTS Credit	4	Workload	102 (Hours)	Theory	3	Practice	0	Laboratory	0
Objectives of the Course	To learn how to use the Amadeus Selling Platform which is an electronic reservation distribution system over the internet, to ticket the international IATA flight reservation and to learn automatic pricing entries through the Amadeus Selling Platform, to provide automatic and manual pricing of the reservation and to cancel and change the reservation.								
Course Content	Examples of Amadeus Passenger Name Record Reminder, Adding Optional Requests to Passenger Name Record, Special Passenger Information, Passenger Special Requests, Passenger Record Split, Passenger Record Manual or Automatic Separation, Customer Files, E-mail Views in the System with Amadeus Queue, General Note Entries, Private and Confidential Note Entries, Historical Information of Passenger Name Registers, Fare Display, Automatic Fare Calculation, Manual Fare Entries, Ticket Printing Preparation, Ticket Printing, Ticket Change, Automatic Return Process, Seat Reservation, Passenger Records to be processed, Customer Records, Amadeus information records, Fare Display, Passenger Booking Registration Fare, Passenger Ticket Template, Changes Related to Passenger Ticket Template, Passenger Ticket Printing, Passenger Ticket Cancellation, Passenger Ticket Report Display, Reissue Ticket, Reserve in Passenger Ticket Change of direction, Wage Return Transactions, Test studies on all subjects.								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Demonstration, Case Study, Problem Solving								
Name of Lecturer(s)	Lec. Alperen DEMİR								

#### Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	30
Final Examination	1	50
Laboratory	1	20

#### Recommended or Required Reading

1	Amadeus reservation and ticketing exercise books, Amadeus training notes.
2	CD/DVD

Week	Weekly Detailed Course Contents	
1	Theoretical	Remembering the Passenger Name Record entries and Exercises.
	Preparation Work	Research
2	Theoretical	Adding Optional Requests to Passenger Name Registration, Passenger Information with Special Feature, Special Requests of Passengers
	Preparation Work	Research
3	Theoretical	Changes to the passenger reservation record, revising the passenger record, adding flight to passenger record, making reservation changes.
	Preparation Work	Research
4	Theoretical	PNR history, Queue system, Amadeus e-mail.
	Preparation Work	Research
5	Theoretical	Passenger information file creation, General Note Entries, Private and Secret Note Entries.
	Preparation Work	Research
6	Theoretical	Reinforcement exercises.
	Preparation Work	Research
7	Theoretical	Fare management and flight note display. Automatic pricing, automatic coding settings, ticket issuance, customer records
	Preparation Work	Research
8	Theoretical	Loading the fare to the passenger reservation record. Creating passenger ticket template.



8	Preparation Work	Research
9	Intermediate Exam	Midterm Exam
10	Theoretical	Changes to the passenger ticket template. Manuel pricing of journey, IT and NR ticketing.
	Preparation Work	Research
11	Theoretical	Passanger ticket printing and cancelation.
	Preparation Work	Research
12	Theoretical	Passanger ticket reporting and note view.
	Preparation Work	Research
13	Theoretical	Reissue of passanger ticket.
	Preparation Work	Research
14	Theoretical	Reservation changes in passanger ticket.
	Preparation Work	Research
15	Theoretical	General Review
16	Theoretical	Final Exam

### Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	3	42
Lecture - Practice	14	0	1	14
Assignment	7	0	2	14
Laboratory	10	1	2	30
Midterm Examination	1	0	1	1
Final Examination	1	0	1	1
Total Workload (Hours)				102
[Total Workload (Hours) / 25*] = ECTS				4

\*25 hour workload is accepted as 1 ECTS

### Learning Outcomes

1	To be able to comprehend Amadeus Sales Platform CRS.
2	Online booking and ticketing with Amadeus system.
3	Amadeus system with automatic pricing, manual ticketing, penalty return transactions to be able to do.
4	To be able to comprehend reservation details and requirements with Amadeus system.
5	Amadeus System with multiple products to make product reservations and pricing of these products.

### Programme Outcomes (Tourism Guiding)

1	To have scientific and professional ethical values
2	To gain the ability of analytical and critical thinking
3	To have an awareness of requirement of gaining lifelong new knowledge and skills
4	To know the basic concepts about tourism sector
5	To comprehend relationship between tourism and natural, cultural and social environment
6	To have enough foreign language knowledge to follow trends and studies in his/her field and to be able to communicate
7	to be able to use the second foreign language at medium level.
8	to have the ability of doing team work.
9	To gain the ability to use information technologies in his/her field at a good level.
10	To gain administrative knowledge and ability in his/her field.
11	To be competent on the subject of human relations and behaviours which are required in tourism industry
12	To be able to track the trends in his/her field.
13	To have knowledge and ability on the subjects required for his/her profession.
14	To have comprehensive knowledge required for his/ her profession about other tourism services
15	To have enough knowledge about culture and customs of his/her own country.
16	To have enough knowledge about different cultures and customs.

**Contribution of Learning Outcomes to Programme Outcomes** 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High



	L1	L2	L3	L4	L5
P1	2	2	3	3	3
P2	2	3	3	3	3
P3	3	5	4	5	5
P4	5	4	4	4	4
P5	3	3	3	3	3
P6	3	3	3	3	3
P7	4	4	5	5	3
P8	3	4	3	3	5
P9	3	3	4	3	3
P10	4	3	3	3	3
P11	4	4	5	5	3
P12	5	4	5	5	5
P13	5	5	5	5	5
P14	5	5	5	5	5
P15	5	5	5	5	5
P16	5	5	5	5	5

