



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

Course Title	Global Distribution Systems I								
Course Code	AGE409			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 use of Amadeus Selling Platform as an electronic booking distribution system over the Internet as well as hotel and car reservations and fare calculations.								
Course Content	CRS Systems, Information on Amadeus, Signature Entries and Help Pages; Access to information about the countries to be traveled, Amadeus Dialing Entries, City, Country, Airplane Type, Airport codes and names, Flight Possibilities, Flight Availability and Tariff, Availability entries, Place sales from the availability image, Passenger Reservation Creation; Changes to Passenger Reservation; Cancellation, Change of Class and Date, Mandatory entries of passenger name registration (Travel order, Passenger name, Phone number Ticketing information, passenger and travel information received person), Passenger Booking registration completion, Booking registration information, Hotel and Car Reservation; Information about Amadeus Hotel, Hotel Chain Codes, Hotel Categories, Hotel Reservations and Receiving Information about Hotels, Hotel Room Sales and Changes, Hotel Reservation from Passenger Name Registration, Exercise and Review 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 exercise books, Amadeus training notes.
2	CD/DVD

Week	Weekly Detailed Course Contents	
1	Theoretical	CRS and GDS systems.
2	Theoretical	Information about Amadeus, signature input and output, General system presentation.
	Preparation Work	Research
3	Theoretical	Amadeus Encode Decode Inputs and Exercises
	Preparation Work	Research
4	Theoretical	City, Country, Aircraft Type, Airport codes and names.
	Preparation Work	Research
5	Theoretical	Flight Possibilities, Flight Availability and Tariff.
	Preparation Work	Research
6	Theoretical	Availability entries, sales from availability image.
	Preparation Work	Research
7	Theoretical	Passenger Reservation Registration; Changes to Passenger Reservation; Cancellation, Class and Date Change, Mandatory entries of passenger name registration (Travel order, Passenger name, Phone number Ticketing information)
	Preparation Work	Research
8	Theoretical	Changes to the passenger ticket template, Complementary information to the booking record.
	Preparation Work	Research
9	Intermediate Exam	Midterm Exam
10	Theoretical	Hotel and Car Reservation; Amadeus Hotel Information.



10	Preparation Work	Research
11	Theoretical	Information about Hotel Chain Codes, Hotel Categories, Hotel Reservations and Hotels.
	Preparation Work	Research
12	Theoretical	Hotel room sales and changes, Hotel Reservation from Passenger Name Registration.
	Preparation Work	Research
13	Theoretical	Car Rental Companies and Codes, Car Rental Locations and Codes, Car List Display, Rental car reservations and fares.
	Preparation Work	Research
14	Theoretical	Changes in car rental reservations. Car Booking from Passenger Name Registration, Car Reservation Rules.
	Preparation Work	Research
15	Theoretical	General Review
16	Final Exam	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 analyse the use of Amadeus CRS system.
2	To be able to make online reservations and ticketing with Amadeus system.
3	To be able to make hotel and car reservation through the Amadeus system.
4	To be able to adapt the coding language on the Amadeus system.
5	To be able to have information about graphic views of Amadeus Selling Platform

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

