AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

Course Title			Incoming Agency Automation Softwares					
Course Code			TTS121		Couse Level		Short Cycle (Associate's Degree)	
ECTS Credit	3	Workload	75 *(Hours)*	Theory	3	Practice	0	Laboratory	0
Objectives of the Course			In this course, it is aimed to have students gain the proficiency of using an incoming agency automation software.					
Course Content			General information, price, quota and reservations.					
Work Placement			N/A					
Planned Learning Activities and Teaching Methods			Explanation (Presentation), Demonstration, Discussion, Case Study, Individual Study, Problem Solving					
Name of Lecturer(s)			Ins. Eren GÖNÜL					

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Akgün, A. (2011) SejourIncomingAcenta Programı, Detay Yayıncılık: Ankara

Week	Weekly Detailed Course Contents	
1	Theoretical	Meeting, transfer of course content and process to students, resource suggestions
2	Theoretical	Incoming travel agency activities, information about IATA
3	Theoretical	General information in Sejour incoming program
4	Theoretical	Contract definitions, hotel contracts, group room prices
5	Theoretical	Contract copying, sales stop, contract breakdown, action reports operations
6	Theoretical	.
7	Theoretical	Booking fee and invoice calculation, reservation list operations
8	Theoretical	Operations definitions, customer traffic, vehicle management operations
9	Theoretical	Midterm Exam
10	Theoretical	transfer lists operations
11	Theoretical	Tour definitions, tour reservation, tour account control, tour list operations
12	Theoretical	Hotel invoice calculation, invoice control and regulation, invoice reporting operations
13	Theoretical	General parameters, information locations, data backup operations
14	Theoretical	Daily exchange rates, airports info board, web bookings tracking, online tour booking tracking
15	Final Exam	Final Exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	3	56
Midterm Examination	1	7	1	8

Final Examination	1	10	1	11
			Total Workload (Hours)	75
			[Total Workload (Hours) / 25*] = **ECTS**	3

*25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	To learn about the activities of incoming agencies.
2	To make reservations in Sejour program.
3	Sejour program tour, transfer, etc. operations.
4	To be able to make hotel-agency contract
5	To have knowledge about correct routing of customer traffic.