University of Jordan   **The Faculty of Tourism and Hospitality**

Course Specifications
Programme(s) on which the course is given: Tourism Management and Travel Dept.
Major or Minor element of programmes: Major
Department offering the programme: Tourism Management and Travel Dept.
Department offering the course: Tourism Management and Travel Dept.
Academic year / Level: Third Year

A - Basic Information
Title: Computer Systems in Tourism (1)
Code: First Term 5301351
Credit Hours: 3 hours   Lecture: 2 hours   Practical: 2 hours

B - Professional Information
1– Overall Aim of Course:
The course enables students to develop the skills of the reservation by Amadeus system.

2– Intended Learning Outcomes of Course (ILOs)
Upon completion of the course, the students will be able to:
A. Knowledge and Understanding:
A.1. Appropriately recognize concepts of reservation by Amadeus system.
A.2. Effectively determine dimensions of ticket issuing in Amadeus system.

B. Intellectual Skills:
B.1. Explain the steps and structures of PNR in Amadeus system.
B. 2 Understand the total cost contexts of PNR in Amadeus system.
B.3 Understand, interpret a broad variety of both print and non-print texts in Amadeus
    system.

C. Professional and Practical Skills:
C.1. Apply the variety entries of Amadeus system appropriately.
C.2. Develop and create a PNR in Amadeus system.

D. General and Transferable Skills:
D.1. Compose and communicate ideas effectively about Amadeus system.
D.2. Take part in group discussions about Amadeus system.
D.3. Work individually and in teams while creating PNR.

3 - Contents:

Time	Topic	Hours
Week 1	General Introduction	One Lecture
Week 1	Introduction to Amadeus System, Sign in and Sign out Affiliated to Amadeus System.	Two Lectures
Week 2	Coding and Decoding in Amadeus System	Three Lectures
Weeks 3-4	Air and Availability in Amadeus System.	Six Lectures
Weeks 5-7	Creating PNR in Amadeus System (Basic PNR).	Nine Lectures
Weeks 8-9	Optional Elements for PNR, PNR Handling.	Six Lectures
Weeks 10-11	Queues, PNR History, Printing an Itinerary and a PNR.	Six Lectures
Weeks 12-13	Fare Quote and Pricing an Itinerary.	Six Lectures
Weeks 14	Amadeus Hotel and Car Reservations	Three Lectures
Weeks 15	Final Exam	One Lecture

4 - Teaching and Learning Methods:

4.1. Lectures.

4.2. Training in Royal Jordanian in Aqaba.

5 - Student Assessment Methods:

5.1. Training   (20%)
5.2. Mid-term Exam   (30%)
5.3. Final Exam   (50%)
     Total   100%

6 - List of References:

1- Suzan Bakri Hasan (2008): Lectures in Travel Agent Business, Faculty of Tourism and Hotels, Fayoum University.
2- Farouk Abdelnabi Hassanein Attaallah (2011): Training Program in Amadeus, City Stars, Cairo, Egypt.
3- Tourism and aviation books, Faculty of Tourism and Hotels, Fayoum University.
4- Cherie Anderson (2004): Tour Director Training Guide, USA.
5- Jeanne Semer Purzycki (2003): A Practical Guide to Fares and Ticketing, New Jersey, Delmar Thomoson Learning , 2nd edition.
6- Dennis L. Foster (2005) : An Introduction to Travel & Tourism, 2nd edition.
7- Micheal M. Coltman (2002): Travel & Tourism , Van Nostrand Reinhold, 1nd edition.
8- www.Passengerairtariff.com
9- www.UNWTO.org

Course Coordinator	Head of Department	Dean
Dr. Farouk Abdelnabi	**Dr. Marwa Abdelwareth**	**Dr. Saleem Handal**