

SYLLABUS

TRAV 1591-40 Air Reservations – U.S. Domestic

Number of Hours: 15-30 hours for 1 or 2 semester credits

Instructor: Angie Jensen

ajensen@dixie.edu

435-635-2927

Note: This course is designed to be taken FIRST in a series of three courses:

- 1. Air Reservations- U.S. Domestic**
- 2. Air Fares – U.S. Domestic**
- 3. ARC Documents**

Description:

Gain the product knowledge and skills (with the exception of automated reservations) needed to research, plan and book air travel. You will learn the terminology, the policies and the procedures of airline travel and airline reservations. While the sale of air travel is no longer the major revenue producer for travel professionals, it is a vital part of the travel industry as the most used mode of transportation to business destinations and highly used mode to vacation/leisure destinations. Therefore, becoming an expert on the product, airline policies and procedures as well as reservations policies and procedures is essential to your success.

Objectives:

Upon successful completion of this course, you will be able to:

- Demonstrate air travel product knowledge
- Memorize major airline codes, city/airport codes, class of service and booking codes
- Interpret the CRS displays for air reservations
- Interpret timetables and industry publications
- Specify the data required to book air travel reservations

Grading Criteria: Successful completion of all Reviews, Challenges and Exams.
Participation in online Discussion as specified by instructor.

Course Outline: Each lesson includes an online Review (Stop, Review and Apply) as well as at least one Challenge that requires independent research and application.

Lesson 1	Introduction to Air Travel
Lesson 2	Codes
Lesson 3	Timetables and Other References
Lesson 4	Itineraries
Lesson 5	Passenger Name Records
Lesson 6	Airline/Airport Policies and Procedures
Lesson 7	Air Reservations Review
Exam	

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