

Programme: MBA Tourism & Travel Management

MBT5006 COMPUTERISED RESERVATION SYSTEM

Course Code	MBT5006	Semester	III/IV
Course Title	Computerised Reservation System		
Credits	3	Type	Elective

Course Description

The course aims to increase the student's employability by providing practical exposure to Computerised Reservation Systems and GDS.

Course Outcome

By the end of the course, students are expected to be able to:

- CO1: Acquire knowledge about basics process of Airline Reservation
- CO2: Manage name recordings in Passenger Ticket
- CO3: Deploy knowledge of Passport and Visa Information
- CO4: Allow students to get employment in the field of reservations in the tourism, travel, and Hospitality Industry

Course Structure

The following is a detailed syllabus of the Computerised Reservation System:

Module I: Introduction

Encoding and decoding-Flight availability- Alternative availability entry-availability change entries- Flight Information-Minimum connecting time-Selling Air Segments.

Module II: Passenger Name Records

Mandatory elements for PNR- Name-Phone field- Ticketing Arrangements- Reference-End transaction-Optional Elements- Other service information-Special service request- Modifying PNR- Exercise for PNR creation.

Module III: Passport and Visa Information

Information segment-Fare quotes and rates-Pricing entries- PNR retrieval and display.

Module IV: Itinerary Printing

Issuing Tickets - Miscellaneous Entries - Hotel list display-Hotel availability- Hotel sell and pricing-Modification and cancellation.

(Note: Practical training need to be given in computer lab equipped with Amadeus reservation software. The course teacher will conduct the examination in the laboratory using CRS package Amadeus/Galileo) in the offline. The system will generate the marks/points as per the performance of the students. So the system generated marks can be equalised as per the course structure).

Testing & Evaluation:

Internal Assessment (40 Marks)	External Assessment (60 Marks)
Two Class Tests – 20 Marks (10+10)	End Semester Assessment
Assignment – 10 Marks	
Presentation – 10 Marks	

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References

- Amadeus quick reference guide.
- Negi, J. (2005). Air Travel Ticketing and Fare Construction. New Delhi: Kanishka.
- Shaijumon, Sanoop and Dileep D, (2019), Introduction to Air Ticketing and Air Travel Management, Vaikhari Research Foundation, Thiruvananthapuram.