## Tamkang University Academic Year 102, 2nd Semester Course Syllabus

Course Title	ABACUS GLOBAL DISTRIBUTION SYSTEM	Instructor	huang, yung-kuei
Course Class	TPVXB2A  DEPARTMENT OF INTERNATIONAL TOURISM  MANAGEMENT, 2A	Details	<ul><li>Selective</li><li>One Semester</li><li>3 Credits</li></ul>
	Departmental Aim of Educ	ation	
To develop industry.	talented managers with international competitive advantage in	the tourism	
	Departmental core compet	e n c e s	
A. Ability to	o analyze and solve problems.		
B. Ability to	o communicate in English.		
C. Proper s	ervice and work attitude.		
D. Tourism	management knowledge.		
E. Tourism	management skills.		
Course Introduction	This course is designed to help students better understand the system and teach them how to make reservations effectively ultimate goal is to prepare students towards acquiring the ce	and efficiently	

## The Relevance among Teaching Objectives, Objective Levels and Departmental core competences

P6-Origination

I.Objective Levels (select applicable ones):

(i) Cognitive Domain : C1-Remembering, C2-Understanding, C3-Applying, C4-Analyzing, C5-Evaluating, C6-Creating

(ii) Psychomotor Domain: P1-Imitation, P2-Mechanism, P3-Independent Operation,

P4-Linked Operation, P5-Automation,

(iii) Affective Domain : A1-Receiving, A2-Responding, A3-Valuing, A4-Organizing, A5-Charaterizing, A6-Implementing

II. The Relevance among Teaching Objectives, Objective Levels and Departmental core competences:

- (i) Determine the objective level(s) in any one of the three learning domains (cognitive, psychomotor, and affective) corresponding to the teaching objective. Each objective should correspond to the objective level(s) of ONLY ONE of the three domains.
- (ii) If more than one objective levels are applicable for each learning domain, select the highest one only. (For example, if the objective levels for Cognitive Domain include C3,C5, and C6, select C6 only and fill it in the boxes below. The same rule applies to Psychomotor Domain and Affective Domain.)
- (iii) Determine the Departmental core competences that correspond to each teaching objective. Each objective may correspond to one or more Departmental core competences at a time. (For example, if one objective corresponds to three Departmental core competences: A,AD, and BEF, list all of the three in the box.)

	Teaching Objectives		Relevance	
No.			Departmental core competences	
1	Understand the Abacus computerized reservation system.	C2	DE	
2	Ability to establish passenger name records on Abacus	C6	AE	
3	Ability to communicate through telegram on Abacus	C6	ADE	

## Teaching Objectives, Teaching Methods and Assessment

No	Teaching Objectives	Teaching Methods	Assessment	
1	Understand the Abacus computerized reservation system.	Lecture, Simulation, Practicum	Written test, Practicum	
2	Ability to establish passenger name records on Abacus	Lecture, Simulation, Practicum	Written test, Practicum	
3	Ability to communicate through telegram on Abacus	Lecture, Simulation, Practicum	Written test, Practicum	

Essential Qualities of TKU Students  A global perspective  Helping students develop a broader perspective from which to understand international affairs and global development.  Information literacy  Becoming adegst at using information technology and learning the proper way to process information.  A vision for the future  Understanding self-growth, social change, and technological developments as a to gain the skills necessary to bring about ones in future with others, practicing empathy and caring flor others, and constructing moral principles with which to solve efficial problems.  Independent thinking  Encouraging students to keenly observe and seek out the source of their problems, and to think logically and critically.  A cheerful attitude and healthy lifestyle  A cheerful attitude and healthy lifestyle  A spirit of teamwork and dedication  Inproving one's ability to communicate and cooperate so as to integrate resources, collaborate with others, and solve problems.  Course Schedule  Week  Date  Subject/Topics  Note  Special Keyboard Definitions and Flight Schedules  Query  Course Introduction  Janageman  Special Keyboard Definitions and Flight Schedules  Query  City Pair Availability/Levels of Abacus Connectivity to Airlines  Five Reservation Elements  Janageman  Janageman  Five Reservation Elements  Janageman		T	his course has been designed to	o cultivate the following essential qualities	in TKU students
Information literacy   Becoming adept at using information technology and learning the proper way to process information. International literacy   Becoming adept at using information technology and learning the proper way to process information.    A vision for the future   Understanding self-growth, social change, and technological developments as to gain the skills necessary to bring about one structure wision.    Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which to solve ethical problems.    A cheerful attitude and healthy lifestyle   Encouraging students to keenly observe and seek out the source of their problems, and to think logically and critically.    A cheerful attitude and healthy lifestyle   Raising an avaneness of the fine balance between one's body and soul and the environment; helping students live a meaningful life.    A spirit of teamwork and dedication   Improving one's ability to communicate and cooperate so as to integrate resources, collaborate with others, and solve problems.    A sense of aesthetic appreciation   Equipping students with the ability to sense and appreciate aesthetic beauty, to express themselves clearly, and to enjoy the creative process.    Course Schedule   Subject/Topics   Note    1	Essential Qualities of TKU Students		Qualities of TKU Students	Description	
the proper way to process information.  A vision for the future  A vision for the future  Moral integrity  Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which to solve ethical problems.  Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which to solve ethical problems.  Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which to solve ethical problems.  Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which to solve ethical problems.  Encouraging students to keenly observe and seek out the source of their problems, and to think logically and critically.  A cheerful attitude and healthy litestyle  A cheerful attitude and healthy litestyle  A spirit of teamwork and dedication  Improving one's ability to communicate and coperate so as to integrate resources, collaborate with others, and solve problems.  Course of aesthetic appreciation  Equipping students with the ability to sense and appreciate aesthetic beauty, to express themselves clearly, and to enjoy the creative process.  Course Schedule  Neek  Date  Subject/Topics  Note  1 108/02/17 - 108/02/23  2 108/02/24 - 108/03/24 - Special Keyboard Definitions and Flight Schedules Query  2 108/03/24 - Special Keyboard Definitions and Flight Schedules Query  3 108/03/17 - Five Reservation Elements  5 108/03/17 - Five Reservation Elements  5 108/03/17 - Five Reservation Elements  5 108/03/17 - 108/03/24 - Spring Break  8 108/04/17 - 108/04/21 - 108/04/21 - 108/04/21 - 108/04/21 - 108/04/21 - 108/04/21 - 108/04/22 - 108/04/	♦ A global perspective		ective		
♦ A vision for the future         developments as as a gain the skills necessary to bring about one's future vision.           ♦ Moral integrity         Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which to solve ethical problems.           ♦ Independent thinking         Encouraging students to keenly observe and seek out the source of their problems, and to think logically and critically.           ♦ A cheerful attitude and healthy lifestyle         Raising an awareness of the fine balance between one's body and soul and the environment; helping students live a meaningful life.           ♦ A spirit of teamwork and dedication         Improving one's ability to communicate and cooperate so as to integrate resources, collaborate with others, and solve problems.           ♦ A sense of aesthetic appreciation         Equipping students with the ability to sense and appreciate aesthetic beauty, to express themselves clearly, and to enjoy the creative process.           Course Schedule         Subject/Topics         Note           1         103/02/12 – 103/02/23         Course Introduction         Query           2         103/02/24 – 103/02/23         Special Keyboard Definitions and Flight Schedules Query         Query           3         103/03/03 – 103/03/09         City Pair Availability/Levels of Abacus Connectivity to Airlines         Five Reservation Elements           5         103/03/12 – 103/03/23         Five Reservation Elements           103/04/07 – 103/03/24<	<b>•</b> 1	Information lit	eracy		
one Moral integrity caring for others, and constructing moral principles with which to solive ethical problems.  Independent thinking Encouraging students to keenly observe and seek out the source of their problems, and to think logically and critically.  A cheerful attitude and healthy lifestyle Raising an awareness of the fine balance between one's body and soul and the environment; helping students live a massingful life.  A spirit of teamwork and dedication Improving one's ability to communicate and cooperate so as to integrate resources, collaborate with others, and solve problems.  Course Schedule  Subject/Topics Note  Tourse Schedule  Subject/Topics Note  1 103/02/17 − Course Introduction  2 103/02/24 − Special Keyboard Definitions and Flight Schedules Query  Query  3 103/03/03 − City Pair Availability/Levels of Abacus Connectivity to Airlines  4 103/03/10 − Five Reservation Elements  5 103/03/13 − Five Reservation Elements  6 103/03/13 − Five Reservation Elements  7 103/03/13 − Five Reservation Elements  8 103/04/13 − Modification in PNR; Ticket Number Entry; Authorization of PNR  9 103/04/13 − Modification in PNR; Ticket Number/Advanced Passenger Information System Data Entry  Midterm Exam Week  10 103/04/28 − Other Service Information  Other Service Information	$\Diamond$	A vision for the	e future	development so as to gain the skills necessary to bring about	
Independent thinking         source of their problems, and to think logically and critically.           A cheerful attitude and healthy lifestyle         Raising an awareness of the fine balance between one's body and soul and the environment; helping students live a meaningful life.           A spirit of teamwork and dedication         Improving one's ability to communicate and cooperate so as to integrate resources, collaborate with others, and solve problems.           A sense of aesthetic appreciation         Equipping students with the ability to sense and appreciate aesthetic beauty, to express themselves clearly, and to enjoy the creative process.           Course Date         Subject/Topics         Note           1 103/02/17 - 103/02/24 - 103/03/02         Course Introduction         Special Keyboard Definitions and Flight Schedules Query           2 103/03/02-1 103/03/03-1			/	Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which	
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A spirit of teamwork and dedication integrate resources, collaborate with others, and solve problems.  A sense of aesthetic appreciation Equipping students with the ability to sense and appreciate aesthetic beauty, to express themselves clearly, and to enjoy the creative process.  Course Schedule  Note  Date Subject/Topics Note  1 103/02/217 Course Introduction 2 103/02/24 Oquery  3 103/03/03 City Pair Availability/Levels of Abacus Connectivity to Airlines  4 103/03/03 Five Reservation Elements  5 103/03/16 Five Reservation Elements  5 103/03/24 Five Reservation Elements  6 103/03/24 Five Reservation Elements  7 103/03/30 Spring Break  8 103/03/31 Mod/04/7 Spring Break  8 103/04/27 Modification in PNR; Ticket Number Entry; Authorization of PNR  9 103/04/21 Un3/04/22 Entry of Frequent Flyer Number/Advanced Passenger Information System Data Entry  10 103/04/27 Midterm Exam Week  10 103/04/22 Other Service Information  Subject/Topics Note asserted aesthetic beauty, to express themselves clearly, and to enjoy the creative process.  Course Schedule  Subject/Topics Note  Requipments Subject/Topics  Note  104/03/04/21 Modification  Five Reservation Elements  Five Reservation Elements  Modification in PNR; Ticket Number Entry; Authorization of PNR  103/04/22 Midterm Exam Week  103/04/22 Other Service Information	A cheerful attitude and healthy lifestyle		tude and healthy lifestyle	and soul and the environment; helping students live a	
A sense of aesthetic appreciation aesthetic beauty, to express themselves clearly, and to enjoy the creative process.  Course Schedule  Subject/Topics Note  1 103/02/17- 103/02/22 Course Introduction  2 103/03/02 Special Keyboard Definitions and Flight Schedules Query  3 103/03/03 City Pair Availability/Levels of Abacus Connectivity to Airlines  4 103/03/10- 103/03/16 Five Reservation Elements  5 103/03/17- 103/03/23 Five Reservation Elements  6 103/03/24- 103/03/24 Five Reservation Elements  7 103/03/34- 103/03/34- Spring Break  8 103/04/06 Spring Break  8 103/04/07- 103/04/13 Modification in PNR; Ticket Number Entry; Authorization of PNR  9 103/04/14- Entry of Frequent Flyer Number/Advanced Passenger Information System Data Entry  10 103/04/21- 103/04/27 Midterm Exam Week  10 103/04/27- Other Service Information	♦ A spirit of teamwork and dedication		nwork and dedication	integrate resources, collaborate with others, and solve	
Date   Subject/Topics   Note	♦ A sense of aesthetic appreciation		thetic appreciation	aesthetic beauty, to express themselves clearly, and to enjoy	
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10 103/04/27 Midterm Exam Week  11 103/04/28~ Other Service Information	9				
11   Other Service Information	10		Midterm Exam Week		
103/03/04	11	103/04/28 ~ 103/05/04	Other Service Information		

12	12 \begin{align*} 103/05/05 \\ 103/05/11 \end{align*} Special Service Request			
13	103/05/12 ~ 103/05/18	Itinerary Copy, Divide, and Select Seats		
14	103/05/19 ~ 103/05/25	PNR Q		
15	103/05/26 ~ 103/06/01	PNR Q		
16	6 103/06/02 ~ Abacus Certification Test			
17	103/06/09 ~ 103/06/15	Review		
18	103/06/16 ~ 103/06/22	Final Exam Week		
Mark of Usual consists of in-class activities and quizzes.  Students from other departments can choose not to take the certificate test.		' '		
Tea	Teaching Facility Computer, Projector			
Textbook(s)		Abacus Operation Manual		
Reference(s)				
Number of Assignment(s)  (Filled in by assignment instructor only)		(Filled in by assignment instructor only)		
Grading Policy		<ul> <li>◆ Attendance: 5.0 % ◆ Mark of Usual: 35.0 % ◆ Midterm Exam: 20.0 %</li> <li>◆ Final Exam: 10.0 %</li> <li>◆ Other 〈Certificate〉: 30.0 %</li> </ul>		
Note home page of TKU Office of Academic Affairs at <a href="http://www.acad.tku.edu.tw/CS/main.php">http://www.acad.tku.edu.tw/CS/main.php</a>		http://info.ais.tku.edu.tw/csp or through the link of Course Syllabus Upload posted on the home page of TKU Office of Academic Affairs at <a href="http://www.acad.tku.edu.tw/CS/main.php">http://www.acad.tku.edu.tw/CS/main.php</a> .  **Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime		

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