

Tamkang University Academic Year 103, 2nd Semester Course Syllabus

Course Title	ABACUS GLOBAL DISTRIBUTION SYSTEM	Instructor	HUANG, YUNG-KUEI
Course Class	TQVXB2A DEPARTMENT OF INTERNATIONAL TOURISM MANAGEMENT, 2A	Details	<ul style="list-style-type: none"> ◆ Selective ◆ One Semester ◆ 3 Credits
D e p a r t m e n t a l A i m o f E d u c a t i o n			
To develop talented managers with international competitive advantage in the tourism industry.			
D e p a r t m e n t a l c o r e c o m p e t e n c e s			
<ul style="list-style-type: none"> A. Ability to analyze and solve problems. B. Ability to communicate in English. C. Proper service and work attitude. D. Tourism management knowledge. E. Tourism management skills. 			
Course Introduction	<p>This course is designed to help students better understand the Abacus reservation system and teach them how to make reservations effectively and efficiently. The ultimate goal is to prepare students towards acquiring the certificate.</p>		

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

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, P6-Origination
- (iii) Affective Domain : A1-Receiving, A2-Responding, A3-Valuing,
A4-Organizing, A5-Characterizing, 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.)

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

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

This course has been designed to cultivate the following essential qualities in TKU students

Essential Qualities of TKU Students	Description
◇ A global perspective	Helping students develop a broader perspective from which to understand international affairs and global development.
◆ Information 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 development so as to 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

Week	Date	Subject/Topics	Note
1	104/02/24 ~ 104/03/01	Course Introduction	
2	104/03/02 ~ 104/03/08	Special Keyboard Definitions and Flight Schedules Query	
3	104/03/09 ~ 104/03/15	City Pair Availability	
4	104/03/16 ~ 104/03/22	Five Reservation Fields	
5	104/03/23 ~ 104/03/29	Five Reservation Fields	
6	104/03/30 ~ 104/04/05	Spring Break	
7	104/04/06 ~ 104/04/12	Five Reservation Fields	
8	104/04/13 ~ 104/04/19	Look up PNR; Modify PNR; Ticket Number Entry; Authorization of PNR	
9	104/04/20 ~ 104/04/26	Entry of Frequent Flyer Number/Advanced Passenger Information System Data Entry	
10	104/04/27 ~ 104/05/03	Midterm Exam Week	
11	104/05/04 ~ 104/05/10	Connectivity Level to Abacus Email Itinerary	

12	104/05/11 ~ 104/05/17	Special Service Request	
13	104/05/18 ~ 104/05/24	Special Service Request	
14	104/05/25 ~ 104/05/31	Itinerary Copy, Divide, and Select Seats	
15	104/06/01 ~ 104/06/07	PNR Q	
16	104/06/08 ~ 104/06/14	Abacus Certification Test	
17	104/06/15 ~ 104/06/21	Review	
18	104/06/22 ~ 104/06/28	Final Exam Week	
Requirement	Mark of Usual consists of in-class activities and quizzes. Students from other departments can choose not to take the certificate test.		
Teaching Facility	Computer, Projector		
Textbook(s)	Abacus Operation Manuals (Basic and Advanced)		
Reference(s)			
Number of Assignment(s)	(Filled in by assignment instructor only)		
Grading Policy	<p>◆ Attendance : 5.0 % ◆ Mark of Usual : 25.0 % ◆ Midterm Exam : 25.0 %</p> <p>◆ Final Exam : 10.0 %</p> <p>◆ Other <Certificate> : 35.0 %</p>		
Note	<p>This syllabus may be uploaded at the website of Course Syllabus Management System at 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 http://www.acad.tku.edu.tw/CS/main.php.</p> <p>※ Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.</p>		