

Tamkang University Academic Year 106, 2nd Semester Course Syllabus

Course Title	ABACUS GLOBAL DISTRIBUTION SYSTEM	Instructor	LI-HSIN CHEN
Course Class	TQTXB2P DEPARTMENT OF INTERNATIONAL TOURISM MANAGEMENT (ENGLISH-TAUGHT PROGRAM), 2P	Details	♦ 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			
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	Most travel agencies use a Global Distribution System (GDS) to book flight tickets, hotel rooms, and rental cars. In this course, students will learn basic knowledge of Sabre and practice skills of checking and booking airline seats. Furthermore, students will be doing what tourism industry employees do each day, such as make, amend, issue, and cancel e-tickets. At the end of this class, students will be encouraged to take the reservation certificate exam offered by Sabre.		

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	To understand the rules of using the Sabre global distribution system.	C2	DE
2	To understand how to establish, modify, and delete passenger name records	C3	DE
3	To understand how to make requests to airlines for customer needs and other miscellaneous functions	C3	DE

Teaching Objectives, Teaching Methods and Assessment

No.	Teaching Objectives	Teaching Methods	Assessment
1	To understand the rules of using the Sabre global distribution system.	Lecture, Practicum	Practicum
2	To understand how to establish, modify, and delete passenger name records	Lecture, Simulation, Practicum	Written test, Practicum
3	To understand how to make requests to airlines for customer needs and other miscellaneous functions	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	107/02/26 ~ 107/03/04	Course Introduction; Signing In/Out; Retrieving a PNR	
2	107/03/05 ~ 107/03/11	Encoding and Decoding	
3	107/03/12 ~ 107/03/18	Flight Availability, Alliances and Schedules	
4	107/03/19 ~ 107/03/25	Five Reservation Fields; Connectivity Level to Sabre	
5	107/03/26 ~ 107/04/01	Building Complete PNRs	
6	107/04/02 ~ 107/04/08	Review and Learning Activities	
7	107/04/09 ~ 107/04/15	Seat Map and Assignments	
8	107/04/16 ~ 107/04/22	Entry of Frequent Flyer Number; Ticket Number Entry; Authorization of PNR	
9	107/04/23 ~ 107/04/29	Advanced Passenger Information System Data Entry	
10	107/04/30 ~ 107/05/06	Midterm Exam Week	
11	107/05/07 ~ 107/05/13	Index search qualifiers and optional sell fields	
12	107/05/14 ~ 107/05/20	Fare Displays and Fare Rules	

13	107/05/21 ~ 107/05/27	Ticketing	
14	107/05/28 ~ 107/06/03	Queue Tasks	
15	107/06/04 ~ 107/06/10	Special Service Request	
16	107/06/11 ~ 107/06/17	Sabre Certification Test	
17	107/06/18 ~ 107/06/24	Practice	
18	107/06/25 ~ 107/07/01	Final Exam Week	
Requirement	1. Mark of Usual consists of in-class activities and quizzes. 2. The certificate test is encouraged but not required. If not taking the certificate test, midterm and final exam would be 30%. 3. If students have missed at least 18 hours of class (please be aware that unexcused absences incur penalties on hours of absences) by the 14th week, you will receive 0 for this course.		
Teaching Facility	Computer, Projector		
Textbook(s)	Sabre Operation Manuals (Basic and Advanced)		
Reference(s)			
Number of Assignment(s)	5 (Filled in by assignment instructor only)		
Grading Policy	◆ Attendance : 10.0 % ◆ Mark of Usual : 30.0 % ◆ Midterm Exam : 25.0 % ◆ Final Exam : 25.0 % ◆ Other 〈Certificate〉 : 10.0 %		
Note	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 . ※ Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.		