

Identification	Subject (code, title, credits)	THM 435 Reservation systems in Tourism - 3KU credits (6ECTS)	
	Department	School of Economics and Management	
	Program (undergraduate, graduate)	Undergraduate	
	Term	Spring 2023	
	Instructor	Dr. Bahadir Baysal	
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	Phone:	421 79 16 (ext 256)	
	Office hours	Friday 9:00-17:30	
Prerequisites	THM 315 Hotel Management		
Language	English		
Compulsory/Elective	Compulsory		
Required textbooks and course materials	Required Readings <ul style="list-style-type: none">• Flights reservations in Amadeus July 2012• http://elektraweb.724help.me/tr/		
Course outline	<ul style="list-style-type: none">• Students in this course should will learn hotel reservations system (Elektra) in a hotel and flight reservation system (Amadeus) and intelligently discuss how an issue should be resolved or handled.		
Course objectives	<ul style="list-style-type: none">• This course is designed to provide the students with a general understanding of the dynamics of the reservation systems in hotel and travel agencies. By completing this course, the student should be able to:• Have a better perspective of the reservation systems, both domestic and international.• Identify the relationship between a hotel’s operational departments.• Understand common reservation, and how they are used in the hotel industry and travel agency.• Perform the basic front office functions.• Apply various methods for room pricing, understanding their advantages and disadvantages.• Be aware of the impact of current technologies used in the lodging industry and travel agency.• Have a full understanding of security and risk management issues in the industry.		
Learning outcomes	This course examines reservation systems such as: <ul style="list-style-type: none">1. Reservation is being made, change reservations in hotel.2. Front office operations3. Front office Reports4. Housekeeping reports and stock reports5. End of day reports6. The hotel revenue cycle7. The impact of technology on hotel operations.8. Reservation is being made and changes of reservation in travel agency (Amadeus)9. Galileo program will be introduced.		
Teaching methods	Lecture		X
	Group discussion		X
	Experiential exercise		X

		Course paper	x
Evaluation	Methods	Description and deadline	Percentage (%)
	Midterm Exam		30
	Class Attendance		5
	Activity		5
	Project		20
	Final Exam		40
	Total		100
Policy	<p>Attendance: Students exceeding the 25% absence limit will not be allowed to participate at final exam. The students are required to attend all classes as part of their studies and those having legitimate reasons for absence (illness, family bereavement etc) are required to inform the instructor.</p> <p>Activity shall mean active participation i.e. asking and answering the question, contribute with insights and feedback, and demonstrate willingness and dedication to be part of an overall class discussion</p> <p>Project: There will be a project. A situation will be given to each student. He/She will analyze the situation according to knowledge they learned. The presentation and project it will be graded individually.</p>		
Tentative Schedule			
Week	Date/Day (tentative)	Topics	Textbook/Assignments
1		Hotel set up in Elektra	Chapter 1
2		Reservation check in check out	Chapter 2
3		Invoices	Chapter 3
4		Exchange and payment	Chapter 4
5		Housekeeping reports	Chapter 5
6		End of day operations	Chapter 6
7		Easy Pos	Chapter 7
8		<u>Mid - t e r m E x a m</u> / Class continues	
9		Amadeus system and descriptions of terms	Chapter 1
10		airport coding system	Chapter 2
11		Amadeus Air system, flights coding	Chapter 3
12		Destinations of flights	Chapter 4
13		Reservation changes in amadeus	Chapter 5
14		Schedule of employees	Chapter 6
15		Schedule of employees Project	Chapter 6
16		Wrap-up; Review of final exam/ Final Exam	