



YAŞAR UNIVERSITY
ECONOMICS AND ADMINISTRATIVE SCIENCES FACULTY
TOURISM MANAGEMENT DEPARTMENT
COURSE SYLLABUS

Course Title	Course Code	Semester	Course Hour/Week		Yaşar Credit	ECTS
			Theory	Practice		
Computerized Reservation Systems	THMN 362	Spring	3	0	3	5
Course Type						
1. Compulsory Courses						
1.1. Programme Compulsory Courses						
1.2. University Compulsory Courses (UFND)						
1.3. YÖK (Higher Education Council) Compulsory Courses						
2. Elective Courses						
2.1. Program Elective Courses						
2.2. University Elective Courses						
3. Prerequisites Courses						
3.1. Compulsory Prerequisites Courses						
3.2. Elective Prerequisites Courses						

Language of Instruction	English
Level of Course	Undergraduate (First Cycle)
Prerequisites Course(s) (compulsory)	This course is not a prerequisites course.
Special Pre-Conditions of the Course (recommended)	Attendance is compulsory for this course. In order to participate in the final examination, students must continue at least %70 percent of both theoretical and practical course's hours. The course's exams are made open notes. Turkish Students who are successful at the end of academic year will have a right to apply THY Galileo Certificate exam held in Istanbul. The number of student who will participate in training and exam is limited by the quota given by Office of Galileo-Turkey for our university. The Certificate exam is made open notes.

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Course Instructor(s)	Assoc. Prof. Dr. Sabah Balta	Mail: sabah.balta@yasar.edu.tr Web:
Course Assistant(s)/Tutor (s)		
Aim(s) of the Course	The aim of the course is to provide students the ability <ul style="list-style-type: none">• to sign on and to sign off Mundus-Galileo,• to obtain a General Information System (GIS) display,• to define the main components of Mundus-Galileo Booking Hotels System,• to define the main components of Mundus-Galileo Rental Car Master System,	

Learning Outcomes of the Course	At the end of this course students will be able 1. to sign on and to sign off Mundus-Galileo, 2. to obtain a General Information System (GIS) display, 3. to define the main components of Mundus-Galileo Booking Hotels system, 4. to define the main components of Mundus-Galileo Rental Car Master system
Course Content	In this course; students learn the review of reservation module, the central computer of Galileo Booking Hotels and Rental Car Master system. For this reason, the students work on Mundus training program which is demonstration of Galileo system in the IT lab. The course curriculum is divided into 14 units.

COURSE OUTLINE/SCHEDULE (Weekly)			
Week	Topics	Preliminary Preparation	Methodology and Implementation (theory,practice, assignment etc)
1	Introduction to MUNDUS - GALILEO Review; Timetables and Availability - Best Practices & Additional Information	Preparations for exercises with answers	Description of the topics and the exercises solution
2	Review; Booking Files - Best Practices & Additional Information	Preparations for exercises with answers	Description of the topics and the exercises solution
3	Booking Hotels Encoding and Decoding Hotels	Preparations for exercises with answers	Description of the topics and the exercises solution
4	Participation Levels Four Basic Steps to Book a Hotel Updating Basic Hotel Availability	Preparations for exercises with answers	Description of the topics and the exercises solution
5	Hotel Index Hotel Descriptions and Images Hotel Reference Points	Preparations for exercises with answers	Description of the topics and the exercises solution
6	Optional Search Qualifiers Complete Pricing Plus Optional Sell Fields Direct Sell	Preparation for questions and answers related to midterm exam	Manual and computer practical exam
7	Midterm Exam	Preparation for questions and answers related to midterm exam	Manual and computer practical exam
8	Modifying a Hotel Segment Cancelling a Hotel Segment Converting Hotel Rates	Preparations for exercises with answers	Description of the topics and the exercises solution
9	Galileo Car Master Encoding and Decoding Cars Three Basic Steps to Book a Car	Preparations for exercises with answers	Description of the topics and the exercises solution
10	Supporting CarMaster® Functions	Preparations for exercises with answers	Description of the topics and the exercises solution
11	Car Descriptions and Policies Car Reference Points	Preparations for exercises with answers	Description of the topics and the exercises solution
12	Optional Search Qualifiers Optional Sell Fields Direct Sell	Preparations for exercises with answers	Description of the topics and the exercises solution
13	Modifying a Car Segment Cancelling a Car Segment	Preparations for exercises with answers	Description of the topics and the exercises solution
14	Queuing Messages to Car Vendors Car Delivery and Collection	Preparations for exercises with answers	Description of the topics and the exercises solution
15	General Review; Galileo Room Master®	Preparation for questions and	Manual and computer

	Best Practices & Additional Information	answers related to trial exam	practical exam
16	Final Exam	Preparation for questions and answers related to final exam	Manual and computer practical exam

Required Course Material (s) /Reading(s)/Text Book (s)	Galileo Computer-Based Training System (Software)& Documentation Course notes (Word-PDF-by hand)
Recommended Course Material (s)/Reading(s)/Other	The documents obtained from E-Learning Systems established by Galileo Turkey Travel Port are used.

ASSESSMENT		
Semester Activities/ Studies	NUMBER	WEIGHT in %
Mid- Term	1	40
Attendance	14	30
Quiz	-	-
Assignment (s)	56	30
Project	-	-
Laboratory	-	-
Field Studies (Technical Visits)	-	-
Presentation/ Seminar	-	-
Practice (Laboratory, Virtual Court, Studio Studies etc.)	-	-
Other (Placement/Internship etc.)	-	-
TOTAL		100
Contribution of Semester Activities/Studies to the Final Grade		30
Contribution of Final Examination/Final Project/ Dissertation to the Final Grade		70
TOTAL		100

CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME OUTCOMES						
No	Programme Outcomes	Level of Contribution (1- lowest/ 5- highest)				
		1	2	3	4	5
1	To explain the terminology, history, geography, definitions, nature, operations, theories and concepts of hospitality, tourism marketing and management			x		
2	To explain the patterns and characteristics of tourism supply and tourism demand and their impacts on tourism destinations	x				
3	To present knowledge and define full comprehension of the ways, motivations and trends in tourists decision making processes and behavioral patterns at tourism destinations	x				
4	To adopt the ethical and innovative approaches associated with the application, operation and development of the international tourism and travel industry			x		
5	To demonstrate the skills of having sufficient methodological, technical, statistical and computing skills for collecting, processing and interpreting data in international tourism and travel industry	x				
6	To interpret the approaches used for the development of tourism products and the sub segments of tourism industry through concepts of policy and planning	x				
7	To describe and evaluate the social, economic, environmental, political, cultural, legal, innovative, sustainable and ethical influences and impacts on hospitality enterprises and alternative tourism products	x				

8	To employ the sufficient mathematical, methodological, analytical and statistical knowledge and skills that are necessary for an effective and efficient hospitality and tourism management decisions and applications	x				
9	To collect data, plan, organize and report a feasibility study of a hotel, travel agency or tour operator or a research project related to tourism and travel management	x				
10	To recognize the computer reservation systems of global airlines industry					x
11	To apply the computer-based practical information based on training examples in hotel and travel computer reservation systems					x
12	To demonstrate the understanding of the domestic, international, intercultural and entrepreneurial dimensions of tourism		x			
13	To fully analyze the dynamics of global tourism market and the managerial relations between tourism supply (the providers of tourism services) and the tourism demand (consumers of tourism)	x				
14	To define and use the issues and principles of sustainability and social responsibility within the context of application of different tourism types	x				
15	To employ the potential contributions of other disciplines that help to explain the nature and development of tourism and travel industry	x				
16	To recognize the significance of life long learning and use the learning skills in tourism and travel industry	x				

ECTS /STUDENT WORKLOAD				
ACTIVITIES	NUMBER	UNIT	HOUR	TOTAL (WORKLOAD)
Course Teaching Hour (14 weeks* total course hours)	14	Week	3	42
Preliminary Preparation and finalizing of course notes, further self- study	-	-	-	-
Assignment (s)	56	Number	1	56
Presentation/ Seminars	-	-	-	-
Quiz and Preparation for the Quiz	-	-	-	-
Mid- Term(s)	1	Number	6	6
Project (s)	-	-	-	-
Field Studies (Technical Visits, Investigate Visit etc.)	-	-	-	-
Practice (Laboratory, Virtual Court, Studio Studies etc.)	-	-	-	-
Final Examination/ Final Project/ Dissertation and Preparation	1	Number	12	12
Other (Placement/Internship etc.)	-	-	-	-
Total Workload				116
Total Workload/ 25				4.64
ECTS				5

ETHICAL RULES WITH REGARD TO THE COURSE (IF AVAILABLE)

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ASSESSMENT and EVALUATION METHODS:

Final Grades will be determined according to the Yaşar University Associate Degree, Bachelor Degree and Graduate Degree Education and Examination Regulation

PREPARED BY Assoc. Prof. Dr. Sabah BALTA

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APPROVED