

## MODULE TOU3070: RESERVATIONS & TICKETING

**Level:** Advanced

**Theme:** Travel

**Prerequisite:** None

**Module Description:** Students process travel reservations, using a computer reservation system, develop an itinerary, and provide the traveller with information related to the itinerary/destination.

**Module Parameters:** Access to a computer, if a simulated computer reservation system is used during instruction.

**Note:** It is recommended that the student have access to instruction from an individual with formal, specialized training and/or experience in one or more tourism sectors.

### Curriculum and Assessment Standards

Module Learner Expectations	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> <li>describe the conditions and requirements for domestic and international travel</li> <li>identify and apply terms used in travel reservations</li> <li>identify different travel arrangements, and develop an itinerary</li> <li>identify and provide the traveller with other important information related to the itinerary/destination; e.g., connections, transfers</li> </ul>	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> <li>a written, oral and/or visual <b>presentation</b> demonstrating knowledge of travel reservations and ticketing including terminology, conditions, types of tickets and types of reservation systems for domestic and international travel.</li> </ul> <p><i>Assessment Tool</i> <i>Presentations/Reports, TOU3070-1</i></p> <p><i>Standard</i> <i>Achieve a minimum performance rating of 3 in applicable areas of assessment</i></p>	20
	<ul style="list-style-type: none"> <li>a <b>problem-solving task</b> requiring development of two travel itineraries (one domestic, one international), including arrival and departure dates/times, carrier services, terminal services, transfers and travel information.</li> </ul> <p><i>Assessment Tool</i> <i>Problem Solving, TOU3070-2</i></p> <p><i>Standard</i> <i>Achieve a minimum performance rating of 3 in applicable areas of assessment</i></p>	60



**MODULE TOU3070: RESERVATIONS & TICKETING** (continued)

Concept	Specific Learner Expectations	Notes
<p>Background to Reservations Systems (continued)</p>	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>• list four classifications of official airlines in Canada and provide examples of each:               <ul style="list-style-type: none"> <li>– international carriers</li> <li>– national carriers</li> <li>– regional carriers</li> <li>– local and/or community airlines</li> </ul> </li> <li>• describe the common types of commercial aircraft</li> <li>• identify and describe the types of airline tickets, and the conditions related to each (e.g., seat sale, year-round open, complementary, stand-by, air miles)</li> <li>• state the common rules pertaining to commercial air travel including:               <ul style="list-style-type: none"> <li>– reservations</li> <li>– children’s fares</li> <li>– pets</li> <li>– cancellations</li> <li>– trip interruption</li> <li>– stand-by passengers</li> </ul> </li> <li>• identify and define abbreviations, codes and reference marks used in airline reservation systems (e.g., carrier codes, destination codes, baggage references)</li> <li>• list and compare some of the differences found in booking domestic and international reservations.</li> </ul>	

**MODULE TOU3070: RESERVATIONS & TICKETING** (continued)

Concept	Specific Learner Expectations	Notes
Itineraries, Reservations and Ticketing	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>• use the reference sources available and develop a selection of itineraries to meet a client’s needs</li> <li>• appraise flight schedules and determine carriers, flight numbers, departure and arrival times, aircraft equipment, and meal service for any itinerary</li> <li>• describe and develop passenger reservation files – PNR (Passenger Name Record)</li> <li>• use appropriate codes and abbreviations in preparing simulated airline and accommodation reservations and transfers for an itinerary</li> <li>• prepare a plain language itinerary for a client</li> <li>• use reference sources to provide the client with simulated travel documents (e.g., tickets) to support the itinerary.</li> </ul>	<p>Suggestion: all reservations and ticketing should initially be done manually, not on computer.</p>