

CENTRAL UNIVERSITY OF HIMACHAL PRADESH

[Established under the Central Universities Act 2009]

PO Box: 21, Dharamshala, District Kangra - 176215 (HP)

www.cuhimachal.ac.in

Course Code: TTM 431

Course Name: Galileo CRS System

Credits Equivalent: 2 Credits (One credit is equivalent to 10 hours of lectures / organised classroom activity / contact hours; 5 hours of laboratory work / practical / field work / Tutorial / teacher-led activity and 15 hours of other workload such as independent individual/ group work; obligatory/ optional work placement; literature survey/ library work; data collection/ field work; writing of papers/ projects/dissertation/thesis; seminars, etc.)

Course Objectives

We are pleased to have you with us for this Galileo training course.

The Galileo® CRS (Computer Reservations System) enables you to make worldwide airline, car, and hotel reservations using simple, easy to understand commands. During this course we will be looking at the major functions of the Galileo system including Booking Files and airline reservations. Also there will be a brief overview of Galileo 360 Fares™ plus the hotel and car reservations systems, CarMaster™ and RoomMaster®. To ensure that you obtain the most out of your course please ask questions and let the instructor know of any areas that you wish to cover in more detail.

We hope that you enjoy your Galileo Training course

Attendance Requirement:

Students are expected to attend all lectures in order to be able to fully benefit from the course. A minimum of 75% attendance is a must failing which a student may not be permitted to appear in examination.

Evaluation Criteria:

- 1. Mid Term Examination: 25%**
- 2. End Term Examination: 50%**
- 3. Continuous Internal Assessment : 25%**

- Presentations: 10 %
- Class test: 10 %

Contents

UNIT 1 GETTING STARTED /FLIGHT AVAILABILITY

On/Off
Passwords
Online Formats Guide
Online System Help
Encode/Decode
Basic Availability
Carrier Availability Links

UNIT 2 SELLING FLIGHTS

Basic Sell Entries
Booking Codes
Ignore Booking File
Redisplay Booking File
E-Ticketing Indicator
Sell Guarantee
Vendor Locators
Unsolicited Messages (UMSG)
Marriage Logic
Passive Segments

UNIT 3 BOOKING FILE CREATION

Agency File
Name Field
Phone Field
Ticket Field
Received Field
End/Ignore Transaction
Booking File Retrieval
Notepad Remarks
Written Address
Form of Payment
End Item Key Itinerary Remarks
Printing
Repeat Booking File
Booking File History

UNIT 4 PASSENGER SERVICING / FARES

Other Service Information (OSI)
Special Service Requests (SSR)
Ticket Number Notification
Vendor Remarks
Mileage Membership
Seat Assignments
Dividing A Booking File
Claim PNR

Fare Displays
Fare Notes/Rules
Fare Quote

UNIT 5 BOOKING FILE SUPPORT /OTHER SERVICES

Updating Status Codes
Change Segment Timings
Cancelling Segments
Changing Segments
Itinerary Segment Order
Queues
Queue Summary
Review Booking File
Booking File Count
Booking File Search
Local Time.
Minimum Connecting Times
Currency Information
Flight Frequency
Display Services
Timatic
Timetables

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Course Code: TTM 401

Course Name: INTRODUCTION TO TRAVEL AGENCY AND TOUR OPERATIONS BUSINESS

Credits Equivalent: 2 Credits (One credit is equivalent to 10 hours of lectures / organised classroom activity / contact hours; 5 hours of laboratory work / practical / field work / Tutorial / teacher-led activity and 15 hours of other workload such as independent individual/ group work; obligatory/ optional work placement; literature survey/ library work; data collection/ field work; writing of papers/ projects/dissertation/thesis; seminars, etc.)

Course Objectives: The course is designed to

Travel Agency Mgt. is the basis for understanding the modus operandi of a travel and tour company. It shall substantiate the students with the basic practical inputs about the various procedures involved in handling the operations of a travel agency. Further the objectives of the course are to acquire an in-depth knowledge about the Tour Operation Management and to become familiar with the Tour Operation Techniques and strategies required for successful handling of Tour Operation Business.

Attendance Requirement:

Students are expected to attend all lectures in order to be able to fully benefit from the course. A minimum of 75% attendance is a must failing which a student may not be permitted to appear in examination.

Evaluation Criteria:

1. Mid Term Examination: 25%
2. End Term Examination: 50%
3. Continuous Internal Assessment : 25%
 - Assignment 1: 10 %
 - Assignment 2 : 10 %
 - Presentation: 5%

Course Contents

UNIT-1

History and growth of travel agency business, emergence of Thomas Cook. Emergence of Travel Intermediaries, Indian travel agents and tour operators - an overview; Definition of travel agent and tour operator; differentiation, interrelationship of TA/TO and principles of present business trends and future prospects, problems and issues.

UNIT-2

Organisation structure of a standard Travel Agency with examples of some leading agencies (, COX & KINGS, SOTC, Thomas Cook, LPTI TRAVELS).

Various divisions or departments of a Travel Agency and their functional & operational co-ordination (with special reference to the above mentioned agencies).

UNIT-3

Tour Operation: Definition- Concept-History and Growth of Tour Operation business. Types of Tour Operators. Organizational Structure, Forms of Organization, Departments and its functions. The Process of travel decision making, Mode and Destination selection. Reservation and Cancellation procedures for Tour related services-Hotels, Airlines, Cruise liners, Car rentals and Rail travel. Commission Structures from Suppliers of Service.

UNIT-4

Tour Operation Documentation: Voucher-Hotel and Airline Exchange Order, Pax Docket, Status Report, Daily Sales Record, AGT Statements-Credit Cards-Importance and Future. RBI Regulations for Tour Operators.

Managing Tour Operation. Field Operations- inbound and outbound. Managing Distribution Role of Distribution in exchange process, Selling through distribution chains. Distribution System in Tourism Operation. Management of In-house operations.

UNIT-5

Functions of Travel Agents & Tour operators: Ticketing, reservations, itinerary preparation, immigration related services, information, counselling and other ancillary services to GITs & FITs.

Tour Packaging: The concept of tour & tour packaging Growing demand for tour packages: organisations and agencies in tour packaging business: Various types of tour packages.

REFERENCES:

Mohinder Chand, Travel Agency Management, Anmol: Delhi

Chunk, James, Dexter & Boberg, Professional Travel Agency Management. Prentice Hall Publication

Fay Betsy, Essentials of Tour Management, New Jersey: Prentice Hall Publication.

Negi J.M., Travel Agency and Tour Operation: Concepts and Principles, New Delhi: Kanishka Publishers & Distributors.

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Course Code: TTM-512

Course Name: Eco tourism Planning and practices

Credits Equivalent: 2 Credits (One credit is equivalent to 10 hours of lectures / organized classroom activity / contact hours; 5 hours of laboratory work / practical / field work / Tutorial / teacher-led activity and 15 hours of other workload such as independent individual/ group work; obligatory/ optional work placement; literature survey/ library work; data collection/ field work; writing of papers/ projects/dissertation/thesis; seminars, etc.)

Course Objectives: The course is designed to

To explore the interrelationships between the environment & its resource for sustainable tourism planning and development.

THEMES AND TOPICS

Unit I:

Concept and Origin :Emergence of Eco-tourism, growth and development. Definitions. Principles of Eco-tourism. An overview of Eco-tourists.

Unit II:

Eco-tourism Resources in India – Caves, National Parks, Wild life sanctuaries, Tiger Reserves, Biosphere Reserves, Wet lands, Mangroves, Coral reefs and desert Ecosystem. Role of Eco tourism in WTO, UNDP, UNEP, Ministry of Tourism GOI. Case studies of Ajanta - Ellora development project, Lonar Crater, Periyar National Park, Goa, Eco tourism at Himachal Pradesh

Unit III:

Sustainable tourism development and ecotourism destination of World: Product development, Marketing and Promotion, Infrastructure development, Industry involvement training programme both at operational and promotional level

Unit IV:

Eco-tourism Planning and development strategies – Eco-tourism strategies with special reference to Environmental Protection (Environmental Impact Analysis). Environmental Studies: Definitions, components of environment, types of environment (an overview of food chains, food web and energy flow).

Unit V:

Environmental Pollution– Air, Water and Noise Pollution with special reference to tourism activities. Green house effect. Depletion of ozone layer treats due to global warming.

Text Books:

1. Baldwin J.H. (1985) Environmental Planning and Management. I.B.D. Dehradun
2. Singh Ratandeeep : Handbook of Environmental Guidelines for Indian Tourism – Kanishka Publishers, New Delhi.
3. Romila Chawla : Wildlife Tourism and Development; Sonali Publications, New Delhi.
4. Dash M.C. (1993) fundamentals of Ecology (New Delhi), Tata McGraw Hill Co.Ltd., Publishing Co.Ltd.)
5. Eagles P.F.J. 1987. The Planning and Management of Environmentally sensitive areas. (U.S., A.Lengman).
6. Khoshov T.N. 1987. The Planning and Management of Environmentally sensitive areas. (U.S., A.Lengman).
7. Kormandy E.J. (1989) Environmental issues Concerns and Strategies (New Delhi) Ashish