



## DEPARTMENT OF TOURISM AND HOTEL MANAGEMENT **VALUE ADDED COURSE**

- ✚ **COURSE NAME : AIRFARE AND AIRTICKETING**
- ✚ **COURSE CODE : THMAFT02**
- ✚ **DURATION : 30 Hours**
- ✚ **TARGET PARTICIPANTS : B.Sc., (CS&HM) STUDENTS**

### **OBJECTIVES:**

- To make the students to acquire knowledge with the basic aviation geography.
- To provide an understanding about various rules, regulation, procedures and documentation in air traffic.
- To study the international airfares, and to equip the students the mechanism of airfare ticketing exercise.
- To know about Air Ticketing and Travel and tourism agencies, their structure and Organization.
- To learn how to decode electronic ticket data to provide the customers with the best possible services.

### **LEARNING OUTCOMES:**

- The students can construct fares to various traffic conferences.
- They can come to know the rules, regulations of the air travel and can able to issue tickets.
- Students can apply the practical knowledge in the travel agency.
- Enable the students to calculate and quote appropriate fare.
- They can understand the role of information technology.

### **SUMMARY OF THE CONTENTS:**

Air Fare and Air Ticketing course is design to provide an understanding about various rules, regulation, procedures and documentation in air traffic and to study the international airfares, and to equip the students the mechanism of airfare ticketing exercise and knowledge about Air Ticketing and Travel and tourism agencies, their structure and Organization.

### **DETAILS OF THE COURSE COORDINATOR:**

Dr. V. RAMACHANDRAN,  
TEACHING ASSISTANT,  
DEPARTMENT OF TOURISM AND HOTEL MANAGEMENT,  
ALAGAPPA UNIVERSITY.

VALUE ADDED COURSE		
Course Code	THMAFT02	AIRFARE AND AIRTICKETING
		Hours: 30
<b>Unit - I</b>		
<b>Objective 1</b>	To make the students acquainted with the basic aviation geography.	
Geography in Travel Planning – Physical Geography, Destination Geography, Cultural Geography, IATA Geography and Global Indicators. Understanding and reading Maps – Longitudes and Latitudes of Maps, World continents, Major Cities.		
<b>Outcome 1</b>	Construct fares to various traffic conferences.	<b>K3</b>
<b>Unit – II</b>		
<b>Objective 2</b>	To provide an understanding about various rules, regulation, procedures and documentation in air traffic.	
World Time zones and Elapsed time – GMT / UTC – International Data Line. IATA Coding and Decoding (Cities and Airlines) Currencies of the World – Coding and Decoding.		
<b>Outcome 2</b>	Enable the students to calculate and quote appropriate tare	<b>K2</b>
<b>Unit - III</b>		
<b>Objective 3</b>	To study the international airfares, and to equip the students the mechanism of airfare ticketing exercise.(All the fares and NUC's should be provided in the question paper itself).	
Planning Travel Itineraries – Basic Steps in Planning, Planning Air Itineraries, Resources for Planning. Travel Formalities – Taxes, Customs, Currencies, Health Records and Insurances. Auxiliary Services, Information, Health and preventive measures for Travelers. Special Passengers, Immigration, Transit Passengers, Passengers Expenses Enroute.		
<b>Outcome 3</b>	Apply the practical knowledge in the travel agency.	<b>K1</b>
<b>Unit - IV</b>		
<b>Objective 4</b>	To know about Air Ticketing and Travel and tourism agencies, their structure and Organization.	
Travel Information Manual – TIM – Passport, Visa, Health, Tax, Customers and Currency regulations. OAG – Flight Guide – Industry Terminology, definitions, Baggage restrictions, cabin baggage, Weight concept, Piece concept, Prohibited goods, Dangerous goods, Free Baggage allowances, Special charges.		
<b>Outcome 4</b>	Enable the students to calculate and quote appropriate tare.	<b>K2</b>
<b>Unit - V</b>		
<b>Objective 5</b>	To learn how to decode electronic ticket data to provide the customers with the best possible services.	
The Airport and the flight – class of services, In-flight services, Airport formalities, voluntary, in-voluntary up gradation and down gradation. Standard Reservation procedures and customer services – responding and handling customer needs Ticket types pricing, in schedule up dates. Cancellation, Reconfirmation, Booking Services by Airlines and Travel Agents, Form of Payment functions of the GDS and the Internet		
<b>Outcome 5</b>	Understand the role of information technology.	<b>K1</b>
<b>Suggested Readings:</b>		
Gunther Endres. Major Airlines of the World (Vital Guide) Paperback – April 9, 2005.		
Gupta, <i>Arrival and Departure Management</i> - 2021 Ishika.		
Gupta , <i>Aviation and Hospitality Management</i> - 2023 ABD .		
<b>Online resources:</b>		
<a href="https://www.shiksha.com">https://www.shiksha.com</a>		
<a href="https://www.iata.org">https://www.iata.org</a>		

<b><i>K1-Knowledge</i></b>	<b><i>K2-Understanding</i></b>	<b><i>K3-Apply</i></b>	<b><i>K4-Analyze</i></b>	<b><i>K5-Evaluate</i></b>	<b><i>K6-Create</i></b>
<b>Course designed by: Dr. V. Ramachandran</b>					

**Mapping Course outcome VS Programme outcome**

<b>CO</b>	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PO6</b>	<b>PO7</b>	<b>PO8</b>	<b>PO9</b>	<b>PO10</b>
<b>CO1</b>	M (2)	M (2)	S (3)	S (3)	M (2)	M (2)	M (2)	M (2)	S (3)	S (3)
<b>CO2</b>	S (3)	S (3)	M (2)	S (3)	S (3)	S (3)	S (3)	S (3)	M (2)	S (3)
<b>CO3</b>	M (2)	S (3)	S (3)	S (3)	M (2)	S (3)	M (2)	S (3)	M (2)	M (2)
<b>CO4</b>	S (3)	S (3)	S (3)	S (3)	S (3)	S (3)	M (2)	S (3)	S (3)	S (3)
<b>CO5</b>	S (3)	M (2)	S (3)	M (2)	M (2)	S (3)	S (3)	M (2)	M (2)	S (3)
<b>W.AV</b>	<b>2.6</b>	<b>2.6</b>	<b>2.8</b>	<b>2.8</b>	<b>2.4</b>	<b>2.8</b>	<b>2.4</b>	<b>2.6</b>	<b>2.4</b>	<b>2.8</b>

**S –Strong (3), M-Medium (2), L- Low (1)**

**Mapping Course Outcome VS Programme Specific Outcomes**

<b>CO</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>
<b>CO1</b>	S (3)	S (3)	S (3)	S (3)	S (3)
<b>CO2</b>	S (3)	S (3)	S (3)	S (3)	S (3)
<b>CO3</b>	S (3)	S (3)	S (3)	S (3)	S (3)
<b>CO4</b>	S (3)	S (3)	S (3)	S (3)	S (3)
<b>CO5</b>	S (3)	S (3)	S (3)	S (3)	S (3)
<b>W.AV</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>

**S –Strong (3), M-Medium (2), L- Low (1)**