



COURSE DESCRIPTION

1. GENERAL

SCHOOL	ECONOMIC SCIENCES		
DEPARTMENT	TOURISM		
LEVEL	Undergraduate		
COURSE CODE	INF120	SEMESTER	5 th
COURSE TITLE	Management of Reservation Systems		
INDEPENDENT TEACHING ACTIVITIES	WEEKLY TEACHING HOURS	ECTS	
Lectures	4	5	
COURSE CATEGORY	Specialization		
COURSE TYPE	Elective		
PREREQUISITES	-		
LANGUAGE OF TEACHING AND EXAMINATIONS	Greek		
THE COURSE IS OFFERED TO ERASMUS STUDENTS			
URL	https://tourism.ionio.gr/en/undergraduate-studies/courses/1211/		
ECLASS			

2. TEACHING RESULTS

Teaching Results
Technology has a strong presence in the field of tourism and penetrates into all businesses of tourist interest, acquiring a decisive role in the operation of businesses that offer tourist services.
The aim is for the students to acquire knowledge so that they can develop into competent executives with knowledge and practices of a tourist office, an airline company, and any business active in the tourism industry, on matters of application of the technology of Global Distribution Systems (GDS).
After successful completion of the course, the student will be able to:
<ul style="list-style-type: none">• recognize and understand the organizational and administrative framework of an operational reservation system.• understands how to manage customer data, planning the allocation of work to complete the reservation, and constantly adapting to new situations.• distinguishes the operating framework of the data entry and the special requirements of the customer.• become familiar with and apply the reservations of special cases and personal data of customers, taking into account the principles of diversity and multiculturalism.• analyzes, synthesizes, and evaluates requirements for handling change• create customer files taking into account the creation of reservation requirements from the reservation system.• uses one of the world's leading reservation management systems (AMADEUS)
General Skills

3. CONTENT

Basic principles of managing reservation systems. Interaction and management strategies of online central reservation systems. Tourism and Information and Communication Technologies. Selection criteria for electronic reservation systems. Impact on tourism demand and tourism supply. Global Distribution Systems. Impact of the systems on the Internet. Electronic intermediaries in tourism and their impact on the economic environment and the tourism market.
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The course plan per week for the total of 13 weeks of lessons is as follows:

Theoretical Lectures

Week 1

Purpose, functions, and use of tourism distribution channels as a development tool for tourism strategies.

Week 2

Strategy, operations and financial impact of International Reservation Systems (Global Distribution Systems, G.D.S.).

Week 3

Electronic Reservation Systems and the Internet.

Week 4

Global Distribution Systems - Implications.

Week 5

Global Distribution Systems - SABER

Week 6

Global Distribution Systems - Travelport

Week 7

Global Distribution Systems - Amadeus

Week 8

Reservation systems design - Requirements analysis

Week 9

Reservation systems design - Usage Diagrams (UML)

Week 10

Reservation systems design - Database Design

Week 11

Amadeus booking system - Practical exercise

Week 12

Amadeus booking system - Practical exercise

Week 13

Amadeus booking system - Practical exercise

Lab Lectures

The lab lectures are organized with the aim of applying the theory in practical exercises and examples. There is a lab lecture planned for each theoretical lecture.

4. TEACHING AND LEARNING METHODS - EVALUATION

TEACHING METHOD									
USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES	Use of I.C.T. in Teaching, in Laboratory Education, in Communication with students, etc. Learning process support through the e-class electronic platform (https://opencourses.ionio.gr/courses/DTO150/)								
TEACHING STRUCTURE	<table> <tr> <td>Activity</td> <td>Semester Workload</td> </tr> <tr> <td>Lectures</td> <td>52</td> </tr> <tr> <td>Literature Study and Analysis</td> <td>73</td> </tr> <tr> <td>Course Total (ECTS: 5)</td> <td>125</td> </tr> </table>	Activity	Semester Workload	Lectures	52	Literature Study and Analysis	73	Course Total (ECTS: 5)	125
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Lectures	52								
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EVALUATION OF STUDENTS

Written mid-term exam (20%) which includes:

- Short answer questions
- Multiple choice questions

Written final exam (60%) including:

- Short answer questions
- Multiple choice questions
- Comparative evaluation of theory elements

Small group individual assignments (20%)

The evaluation criteria are made known to the students at the beginning of the course.

5. BIBLIOGRAPHY

- ΔΙΕΘΝΗ ΣΥΣΤΗΜΑΤΑ ΚΡΑΤΗΣΕΩΝ ΚΑΙ ΠΩΛΗΣΕΩΝ ΣΤΟΝ ΤΟΥΡΙΣΜΟ, (2018), ΚΑΤΣΩΝΗ ΒΑΣΙΛΙΚΗ, ΝΙΚΗΤΟΠΟΥΛΟΣ ΣΑΡΑΝΤΟΣ ΚΑΙ ΣΙΑ ΕΕ
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- ΣΥΣΤΗΜΑΤΑ ΚΡΑΤΗΣΕΩΝ ΑΕΡΟΠΟΡΙΚΩΝ ΕΤΑΙΡΙΩΝ και ΤΑΞΙΔΙΩΤΙΚΩΝ ΠΡΑΚΤΟΡΕΙΩΝ ΜΕ ΧΡΗΣΗ Η/Υ, (2003), ΖΩΗ ΚΥΡΙΑΚΟΠΟΥΛΟΥ, Εκδόσεις ΠΡΟΠΟΜΠΟΣ.