

# RESERVATION AND TICKET SALE IN AVIATION

1	Course Title:	RESERVATION AND TICKET SALE IN AVIATION	
2	Course Code:	SHUZ201	
3	Type of Course:	Compulsory	
4	Level of Course:	Short Cycle	
5	Year of Study:	2	
6	Semester:	3	
7	ECTS Credits Allocated:	3.00	
8	Theoretical (hour/week):	1.00	
9	Practice (hour/week):	2.00	
10	Laboratory (hour/week):	0	
11	Prerequisites:		
12	Language:	Turkish	
13	Mode of Delivery:	Face to face	
14	Course Coordinator:	Öğr.Gör. SILA AVGAN	
15	Course Lecturers:		
16	Contact information of the Course Coordinator:	silaavgan@uludag.edu.tr	
17	Website:		
18	Objective of the Course:	Be familiar with the terminology associated with reservations and tickets, void, refund, rebooking, rerouting recognize such actions on the ticket, e-ticket coupon status codes, to have information about their passenger rights issues with tickets	
19	Contribution of the Course to Professional Development:		
20	Learning Outcomes:		
		1	Explain the concepts related to reservation and ticket
		2	Can understand the information on the ticket and its meanings
		3	Can understand the necessary responsibilities at all stages of simple or complex operations
		4	To be able to comprehend suggestions and alternatives for the solution of operational problems.
		5	Can explain the types of tariffs used in practice
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21	Course Content:		
		<b>Course Content:</b>	
Week	Theoretical	Practice	
1	Ticketing definition and importance		
2	Reservation definition, importance and types		
3	Passenger transport rules		
4	Passenger transport rules		

5	Passenger transport rules	
6	Terms and concepts used in reservation and ticket sales	
7	Reservation and Ticket Sales Types	
8	Midterm exam	
9	Ticket types and tariff	
10	Calculation of fares	
11	Ticketing	
12	Special cases in reservation and ticketing	
13	Special cases in reservation and ticketing	
14	Special cases in reservation and ticketing	

22	Textbooks, References and/or Other Materials:	Reservation and Ticket Sales, Istanbul University Publications Serpil YAŞAR
23	Assesment	

TERM LEARNING ACTIVITIES	NUMBER	WEIGHT
Midterm Exam	1	40.00
Quiz	0	0.00
Home work-project	0	0.00
Final Exam	1	60.00

Activites	Number	Duration (hour)	Total Work Load (hour)
Success Grade			
Theoretical	14	1.00	14.00
Practicals/Labs	14	2.00	28.00
Total Study and preperation	100.00	2.00	46.00
Homeworks	0	0.00	0.00
Course Projects	0	0.00	0.00
24. EFFECTS /WORK LOAD TABLE			
Field Studies	0	0.00	0.00
Midterm exams	1	1.00	1.00
Others	0	0.00	0.00
Final Exams	1	1.00	1.00
Total Work Load			90.00
Total work load/ 30 hr			3.00
ECTS Credit of the Course			3.00

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	5	5	3	0	0	5	5	5	5	5	0	0	0	0	0	0
ÖK2	5	5	3	0	0	5	5	5	5	5	0	0	0	0	0	0
ÖK3	5	5	4	0	0	5	5	5	5	5	0	0	0	0	0	0
ÖK4	5	5	4	0	0	5	5	5	5	5	0	0	0	0	0	0

ÖK5	5	5	4	0	0	5	5	5	5	5	0	0	0	0	0	0
LO: Learning Objectives    PQ: Program Qualifications																
Contrib ution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			