# SARDAR PATEL UNIVERSITY
## Programme: BBA (Tourism and Travel Management)
## Semester: IV
## Syllabus with effect from:November/December-2012

# Theory-Credit: 2

| Paper Code: UM04CBBT02 | Total Credit:3 |
|---|---|
| **Title Of Paper: Computerised Reservation System (T/P)** | |

| Unit | Description in detail | Weighting (%) |
|---|---|---|
| I | **Sign in, Sign out, Encode & Decode Of airline airport and City** <br> Agent Work Area. <br> Display a PNR, Similar name list, Redisplay A PNR <br> PNR SUB FIELDS <br> PNR history, Record locator return | 25 % |
| II | **Basic Time Table** <br> Return Time Table <br> Basic Flight Availability <br> Availability from time table <br> Availability Access level <br> Return Availability <br> Availability change entry | 25 % |
| III | **Booking seat on Non Stop & Direct Flight** <br> Booking seat on connection <br> Enter basic name element <br> Enter name element with PTC <br> Enter contact element <br> Enter ticketing element <br> Enter R F Element <br> Building and end Complete PNR <br> Waitlist entry <br> Open segment <br> ARNK Segment | 25 % |
| IV | **Mailing address element** <br> Billing address element <br> Frequent flyer element <br> General remark element <br> Canceling optional PNR <br> Change OSI & SSR Element <br> Rebooking Itinerary segment <br> Split PNR | 25% |

**Laboratory: Credit: 1**

# Practical-Credit-1

| Paper Code: UM04CBBT02 | Total Credit:3 |
|---|---|
| Title Of Paper: Computerised Reservation System (T/P) | |

| Unit | Description in detail | Weighting (%) |
|---|---|---|
| | Examination will be conducted on AMEDEUS softwar | |
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**Basic Text & Reference Books:**

➢ IATA CRS reading book.