

Course Competency

AVM 1520 Airline Reservations

Course Description

Prepares students for airline employment opportunities through a familiarization of the procedures involved in airline reservations, cargo reservation and route structures, using the American Airline's SABRE reservations and LATA systems. This course is not approved for the Travel Agency Management degree. A.S degree credit only. Special fee.

Course Competency	Learning Outcomes
<p>Competency 1:The student will demonstrate knowledge and understanding of airline reservations by:</p>	<ol style="list-style-type: none"> 1. Information Literacy 2. Critical thinking 3. Communication
<ol style="list-style-type: none"> a. Discussing the general principles of the reservations and ticketing process. b. Defining the responsibilities of agents, agencies, airlines, and the regulations that bind them together. c. Describing the passenger name record (PNR) and the five mandatory items in a passenger name record. d. Interpreting itineraries and explaining how to build and make changes to them. e. Examining the PNR pricing and ticketing process. f. Pointing out security concerns that need to be made when making reservations, including identifying “selectee” passengers. 	
<p>Competency 2:The student will demonstrate the ability to use the SABRE computerized reservations system by:</p>	<ol style="list-style-type: none"> 1. Numbers / Data 2. Information Literacy 3. Critical thinking
<ol style="list-style-type: none"> a. Filling practice Passenger Name Records (PNR). b. Storing a passenger name record. c. Putting together practice itineraries. d. Correctly accomplishing changes in itineraries and reservations. 	

<ul style="list-style-type: none"> e. Making a reservation and figuring out its pricing. f. Completing the ticketing process. 	
<p>Competency 3:The student will produce reasoned, critical responses to common concerns in the airline reservations process by:</p>	<ul style="list-style-type: none"> 1. Critical thinking 2. Communication 3. Information Literacy
<ul style="list-style-type: none"> a. Solving problems assigned by the instructor related to reservations in the SABRE system. The solution(s) given by the student b. Demonstrate successful completion of the course and will count towards the final grade of the course. c. Identifying a “selectee” passenger, the conditions that warrant this designation, and the procedures required in handling the passenger screening, checked, and carry-on baggage. d. Understanding the various security procedures to be taken by the agent upon encountering a security threat or security failure including bomb threats. e. Recalling the major airline codes and city codes for the US and abroad. f. Analyzing and discussing various technological advances and their impact on airline reservations. 	

Updated: SPRING 2024