

Course Competency

AVM 1521 Airline Ticketing

Course Description

A preparation for airline employment opportunities requiring the responsibilities of airline ticketing procedures manual and automated (American Airline's SABRE system) for domestic and international ticketing, tele ticketing, boarding procedures, and immigration guides. This course is not approved for the Travel Agency Management Degree. Special fee.

Course Competency	Learning Outcomes
<p>Competency 1:The student will demonstrate knowledge and understanding of airline ticketing by:</p>	<ol style="list-style-type: none"> 1. Cultural / Global Perspective 2. Communication 3. Critical thinking
<ol style="list-style-type: none"> a. Recalling the general principles of the tariff and ticketing process. b. Understanding the flight information found in tickets and itineraries. c. Displaying domestic and world geography knowledge and learning the major city codes. d. Explaining how to find routes for passengers to reach their destinations. e. Determining domestic airfares using both computer and manual methods. f. Discussing air transportation taxes and the importance of proper pricing by ticket agents. g. Categorizing domestic and international tax considerations on both passenger and luggage. h. Describing how to write and process the standard ticket. i. Analyzing special ticketing situations. j. Differentiating between open jaw and conjunction tickets. j. listing the procedures for processing payment on an airline ticket. k. Processing ticket refunds and exchanges. m. Summarizing international air routing and the associated regulations. l. Discussing international tariff concepts and the mileage principle. 	

<p>m. Defining the required procedures for writing tickets for alternate forms of transportation.</p> <p>n. Demonstrating how to prepare an ARC sales report.</p>	
<p>Competency 2:The student will demonstrate the ability to act as a ticket agent by:</p>	<ol style="list-style-type: none"> 1. Numbers / Data 2. Critical thinking 3. Computer / Technology Usage
<ol style="list-style-type: none"> a. Writing a standard ticket. b. Determining domestic airfares using both computer and manual methods. c. Finding out the amount of domestic and international taxes. d. Figuring out domestic and international taxes on luggage. e. Writing an open-jaw ticket. f. Writing conjunction tickets. g. Processing payment on an airline ticket for different methods of payment. h. Processing a ticket refund. i. Completing a ticket exchange. i. Writing tickets for alternate forms of transportation such as Amtrak or Charter Buses. Preparing an ARC sales report. 	
<p>Competency 3:The student will produce reasoned, critical responses to common concerns in airline ticketing by:</p>	<ol style="list-style-type: none"> 1. Numbers / Data 2. Critical thinking 3. Communication
<ol style="list-style-type: none"> a. Solving problems assigned by the instructor related to ticketing; the solution(s) given by the student will count towards the final grade of the course. b. Analyzing and discussing various technological advances and their impact on airline ticketing. 	

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