

<i>Course</i>	Tourism and Leisure			<i>Academic year</i>	2020/2021		
<i>Subject</i>	Global Distribution Systems			ECTS	6		
<i>Type of course</i>	Compulsory						
<i>Year</i>	2nd	<i>Semester</i>	2nd	<i>Student Workload:</i>			
<i>Professor(s)</i>	Vitor Manuel Gomes Roque (Ph.D)			<i>Total</i>	162	<i>Contact</i>	60
<i>Area/Group Coordinator</i>	Gonçalo Poeta Fernandes (Ph.D)						

Planned SD

1. LEARNING OBJECTIVES

The aim of this curricular unit is to provide a solid knowledge about the professional field of travel agencies, with a solid basic training in terms of the Global Distribution Systems (Global Distribution System - GDS), in particular the Galileo system, that has a greater coverage in the Portuguese market. Another aim is to complement the knowledge and training about travel agents and tourism distribution systems, taught in the Operation and Tourist Intermediation course.

With this course, it is intended that students apprehend the practical aspects associated to the operation of a GDS. It is also intended that students obtain theoretical and practical knowledge about methods and techniques of work related to the area of travel agencies. Namely, that they understand the operation of the GDS and that, in future, they will be able to integrate teams in this area.

2. PROGRAMME

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|--------------------------------|------------------------------|
| a. Introduction | i. Fare quotations |
| b. Timetables and Availability | j. Ticket production |
| c. Selling flight segments | k. Advanced seat assignments |
| d. Booking files | l. Client files |
| e. Supplementary data | m. Queues |
| f. Modifying the itinerary | n. Reference information |
| g. Modifying booking files | o. Travelscreen |
| h. Fare displays | |

3. COHERENCE BETWEEN PROGRAMME AND OBJECTIVES

This course provides specific knowledge of the Galileo system, which is the Global Distribution System (GDS) that has a greater coverage in the Portuguese market.

The syllabus covers diverse functions that travel agents perform in customer service through this software tool. Thus, theoretical knowledge and practical exercises are given to the students, allowing them to understand how GDS operates as well as the service sales function.

4. MAIN BIBLIOGRAPHY

- *Roque, V. (2021); Manual de Apoio à Execução das Entradas para a Prática de GALILEO – ESTH, IPGuarda.*
- *GALILEO Student Manual by Travelport.*
- *Support documents that are available in the First Class Galileo system.*

5. TEACHING METHODOLOGIES (INCLUDING EVALUATION)

The teaching methodology is based mostly on the resolution of practical exercises.

The assessment of learning is made by periodic assessment (throughout the semester), exam assessment and extraordinary exam assessment.

The periodic assessment consists in the performance of an evaluation test and an group practical work (GPW). The test is performed mostly using the Galileo application (practical part – PP) and the 2nd part of the test is done in paper (theoretical part – PE).

An attendance of less than 75% does not allow the periodic assessment to be carried out.

- *Periodic Assessment = PE*20% + PP*60% + GPW*20%. To perform the periodic assessment is necessary to carry out the IPW.*
 - *Exam = PE*25% + PP*75%.*
- or
- *Exam = PE*20% + PP*60% + GPW*30% (since the student have done the GPW).*
 - *Extraordinary exam = PE*25% + PP*75%*

The CU has a minimum score of 7,00 on a scale of 0-20 points valid to all items (PP and PE).

6. COHERENCE BETWEEN TEACHING METHODOLOGIES AND OBJECTIVES

For each component of the syllabus there is a presentation of concepts and the resolution of practical exercises. Thus, the student gets theoretical and practical knowledge about work methods and techniques.

The methods and pedagogical techniques used allow measuring the students' knowledge about the entire syllabus.

7. ATTENDANCE

75% of compulsory attendance for to do the periodic evaluation

The presence in the classroom is an extremely important element in the process of teaching / learning.

8. CONTACTS AND OFFICE HOURS

Vitor Manuel Gomes Roque | vitor.roque@ipg.pt | room 15 | 238 320 800 | VoIP 6215

Attendance Schedule:

9. OTHERS

Must follow the general rules for the IT labs defined by the IPG.