

**SAN BERNARDINO VALLEY COLLEGE
COURSE OUTLINE**

I. CATALOG DESCRIPTION:

DIVISION: TECHNICAL DEPARTMENT: AERONAUTICS
COURSE ID NUMBER AIRTVL 131
COURSE TITLE: AIR FARES AND TICKETING II
HOURS: 3 HOURS LECTURE
UNITS: 3

Course Description: This course provides an introduction into international airline fares, fare construction, ticketing, route construction and corresponding rules. Also covered will be international taxes, refunds and exchanges both domestic and international. This course is designed for those interested in becoming employed in the air travel industry as an airline ticket agent, travel agent, tour agent or airline reservationist.

Schedule Description: This course designed for the advanced air travel student. The course provides an introduction into international fares, rules, fare construction practices, and international taxes.

Prerequisite/Corequisite: AIRTVL 111 Travel Reservation System II
AIRTVL 130 Introduction to Air Fares and Ticketing

II. NUMBER OF TIME COURSE MAY BE TAKE FOR CREDIT: One

III. EXPECTED OUTCOMES FOR STUDENTS:

Upon completion of this course the students will be able to:

- A. Describe and critically evaluate complex air fares/tariffs and fare construction rules.
- B. Describe and critically evaluate airfare rules associated with capacity controlled fares.
- C. Demonstrate ability to correctly write domestic and international tickets with correct fares, taxes and surcharges.
- D. Explain and evaluate types of trips including: round trip, circle trip and open jaw.
- E. Identify the international hub cities and name the corresponding airlines dominating the specific hub city.
- F. Demonstrate the use of the mileage system in calculating international airfares
- G. Demonstrate the use of the standard refund and exchange notice.
- H. Identify and explain airline tax rules for domestic and international destinations.

I. Illustrate the standard Airlines Reporting Corporation weekly sales report.

IV. COURSE CONTENT

A. INTRODUCTION TO INTERNATIONAL ITINERARIES

1. International hub cities and corresponding codes
2. Time Zones
3. International Date Line
4. Elapsed Flying Time
5. Passports, Visas, and Tourist Cards
6. Customs Regulations
7. Foreign Currencies

B. INTRODUCTION TO INTERNATIONAL TICKETING CONCEPTS

1. Air transportation taxes
2. International air routings
3. International air routings
4. Determining international air fares
5. The Mileage Principle
6. International tariff concepts

C. INTRODUCTION TO INTERNATIONAL TICKETING IRREGULARITIES

1. Processing ticket refunds
2. Processing ticket exchanges
3. The Airline Reporting Corporation Weekly Sales Report

V. METHODS OF INSTRUCTION:

- A. Lecture presentations and classroom discussions
- B. Presentation of ticketing examples through use of transparencies.
- C. Interactive discussion and comments between and among instructor and students.
- D. Practical application of ticket preparation through hands on exercises in class.
- E. Practical application creating logical and sequential itineraries through hands on exercises in class.
- F. Practical application calculating airfares, taxes and surcharges through hands on exercises in class.

VI. TYPICAL ASSIGNMENTS:

- A. Worksheets to be completed by students requiring research and application of information presented.
 1. Locate and identify each state on the blank US map using the correct two letter state code, show the approximate location of the

- airport and identify using the correct three letter airport code.
- show . 2. Practice writing international tickets using blank ticket stock, routing, fare calculations endorsements, taxes and ticket identifiers.
3. Practice issuing refunds, using blank Refund/Exchange Notices, correctly calculate service charges, additional collect charges and refunds to passenger.
4. Practice issuing ticket exchanges, using blank Refund/Exchange Notices, correctly calculate new airfares, assessing proper change fees and penalties.
- B. Name and describe both accountable and non accountable documents, detail the use of each document. Answers should be in essay form at least 1 page in length.
- C. In a written summary, define the use of the international tariff system, and how it is used to determine airfares.
- D. Write a summary to compare and contrast the mileage system versus published fares.

VII. EVALUATIONS:

- A. METHODS OF EVALUATION:
1. Worksheets to be completed by students and evaluated by instructor.
2. Group project, each group of 3-4 students will create an extensive itinerary using the mileage system to calculate the correct airfare.
3. Worksheets in styles of examinations completed from information in text and lecture defining and describing the need for: passports, visas, tourist cards, and customs regulations.
4. Mid term exam consisting of completion, fill-in multiple choice and short essay questions.
5. Final exam consisting of completion, fill-in multiple choice and short essay questions.

TYPICAL QUESTIONS:

- a. Compare constructing airfares using the mileage system versus published airfares.
- b. Describe the need for passports, and visas and how each is obtained.
- c. Explain the international date line and how it effects travel traveling east to west and west to east.

B. FREQUENCY OF EVALUATIONS:

Frequency of Evaluation:

1. Four worksheets

2. One map for each country studied
3. One mid-term examination
4. One final examination

VIII. TYPICAL TEXTS:

TITLE INTERNATIONAL TRAVEL FARES AND TICKETING
AUTHOR: Semer-Purzycki
PUBLISHER: Del Mar Publishers
DATE OF PUBLICATION: 1997

TITLE Air Fares and Ticketing
Fourth Edition
AUTHOR: Philip G. Davidoff and Doris S. Davidoff
PUBLISHER: Prentice Hall Publishing
DATE OF PUBLICATION: 1994

IX. OTHER SUPPLIES REQUIRED OF STUDENTS;

Paper/note cards
pen/pencil