HTT A131: COMPUTER RESERVATION SYSTEMS - SABRE

Item	Value
Curriculum Committee Approval Date	02/09/2022
Top Code	300900 - Travel Services and Tourism
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S)

Course Description

This course is an introduction to SABRE, the computer reservations system used by American Airlines and one of the two major systems used by travel consultants. Students will learn how to build PNR's (passenger name records), quote fares, and calculate prices through hands-on applications on computers. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Demonstrate proficiency using the SABRE system by creating, editing, and accessing various types of reservations.

Course Objectives

- 1. Utilize computer functions basic to all airline computer systems in the travel industry.
- 2. Access airline reservations and ticketing systems.
- 3. Use data processing and microcomputer technology and computer usage in the travel industry.
- 4. Determine city pair availability.
- 5. Recognize Itinerary segments
- 6. Interpret action/status codes
- 7. Sell connections
- 8. Create wait list seat requests
- 9. Book surface and open segments
- 10. Enter client information
- 11. Create complete PNRs, Passenger Name Record
- 12. Generate Remarks, Address, OSI Other Services Information, and SSR Special Services Request fields of the PNR
- 13. Identify several methods of retrieving PNRs
- 14. Learn how to change or delete data stored in Name, Phone, Ticketing and other data fields
- 15. Explore computer?s comprehensive database of airline fares
- 16. Learn how to auto price itineraries, using optional methods and future ticketing entries
- 17. Encode/Decode cities, airports, airlines etc.
- 18. Determine availability
- 19. Cancel and Rebook Flights
- 20. Change of segment status
- 21. Create Group PNR
- 22. Determine how to use Queues
- 23. Claim a PNR from an airline
- 24. Explore Direct-Reference System (DRS), the FOX system, and the Total Access System.
- 25. Display hotel index, determine room types and rates, obtain hotel availability, display reference points and descriptions, sell hotel space, enter guarantee information, and enter room options.
- 26. Make car rental arrangements using the SABRE system.
- 27. Display tour index, determine tour inclusive and prices, obtain tour availability, display hotel descriptions, sell tour segments, enter guarantee information and book extra-night options.
- 28. Auto price itineraries, using optional methods and future ticketing entries.

Lecture Content

Data processing and microcomputer technology and computer usage in the travel industry. Sign in/sign out and city pair availability Itinerary segments Action/status codes Selling multiple connections Wait list seat requests Surface and open segments Client information PNRs, Passenger Name Record Remarks, Address, OSI Other Services Information, and SSR Special Services Request fields of the PNR Retrieving PNRs Change or delete data stored in Name, Phone, Ticketing and other data fields Database of airline fares Auto price itineraries, optional methods and future ticketing entries Formats for various ticketing entries Pricing, ticketing, car rental and hotel accommodations

Lab Content

See Course Content.

Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- DE Online Lecture (02X)

Instructional Techniques

Lecture, handouts, case studies, group participation, video demonstration and discussions, student projects, computer modules and skill simulations relating to all areas of airline computer/reservations/ ticketing, role-playing among students, representing various reservations and ticketing situations, individual reporting on specific computer, reservation and ticketing situations.

Reading Assignments

Students will be provided a comprehensive list of readings based on weeklylearning outcomes. All assignments will be geared toward the learning outcome for the week and will be accessed using Sabre software.

Writing Assignments

Quizzes and examinations. Weekly problem solving exercises will include written comprehensive responses. Cognitive responses to classroom

lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critique techniques.

Out-of-class Assignments

Students quizzes and homework assignment will be monitored weekly for signs of difficulty. They will have the option to repeat lessons and assignments, or to join the on-campus class if they prefer. (Specific dates for changing to the on-campus class will be given.) Students will be requested at orientation, to submit alternative ways to reach them if they are not responding online during the online sessions. Instructors will be available by phone during office hours and tutoring will be made available on campus.

Demonstration of Critical Thinking

Initial writing assignments will include a short essay to assess general computer knowledge. Access and develop travel plans based on SABRE knowledge, including and all courses taken at OCC or other public or private institution relating to the travel industry. Interactive computer demonstration of skills. Examinations consisting of fill-in, multiple choice and short essay. Worksheets completed from information in the text, computer software, lectures and video presentations. Participation in role playing, class discussion and other interactive classroom work. Final examination to include application of and problem solving relating to the various programs.

Required Writing, Problem Solving, Skills Demonstration

Quizzes and examinations. Weekly problem solving exercises will include written comprehensive responses. Cognitive responses to classroom lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critique techniques.

Eligible Disciplines

Aviation (flight, navigation, ground school, air traffic control): Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience. Hotel and motel services: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience. Travel services (dispatching): Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

Textbooks Resources

1. Required Viasinc. Sabre Format Guide, Latest ed. Viasinc, 2016

Other Resources

1. Reservation Training Systems ? SABRE, Educations Systems