Polytechnic Institute of Viseu
School of Technology and Management of Viseu

Course title	Tourism Software
Scientific area	Tourism
Teaching method	During the course many different teaching methods will be used: self-study, case studies, discussions, group assignment.

		Language of instruction	English
Lecturers:			
ECTS	5	Semester	Spring
Hours per week	4,5	Hours per semester	TP: 58,5; OT: 13

Objectives of the course	• Raise students' awareness of the importance of systematic processing of information and develop expertise in proper use of a system database management; • Develop the capacity of applying knowledge obtained in solving tasks occurring in practice and working life. • Provide students the ability to operate on specific software, Galileo – a Global Distribution System – in the area of travel agencies business.
Entry requirements	There aren't any.
Course contents	GALILEO 1. Encoding and Decoding 2. Timetables 3. Flight Availability 4. Selling Air Segments 5. Booking File Creation 6. Supplementary Data 7. Retrieving and Displaying 8. Booking File Modification 9. Fares and Ticketing 10. Seat Reservations 11. Client Files 12. Queues 13. Reference Information 14. TravelScreen 15. Timatic
Assessment methods	**Written Test** . The students will be evaluated by a written yet pratical test, that will take place in the end of the semester.
Recommended readings	Galileo Manual Syratt, G. (2003) Manual of Travel Agency Practice,3rd edition Butterworth -Heinemann, Oxford.
Additional information	