

Course Outline
HRMT/RECR 211
Travel Agency Basics
3 credits

The Community College of Baltimore County

I. General Course Description

Travel Agency Basics

Provides a systematic and comprehensive overview of the travel industry with the focus on travel agencies; covers the pivotal role of the travel agent and the nature of the relationship between agents and suppliers and between agents and their client.

Prerequisite: HRMT 104, HRMT 207 or written permission of the instructor

II. General Course Objectives

When the student completes the course, he/she will be able to:

- A. Understand the historical perspective of the airline and travel agency industry.
- B. Analyze and explain the relationship between the travel agency and Suppliers.
- C. Understand the role of the Airline Reporting Corporation (ARC).
- D. Identify each of the fifty states on a blank map of the U.S.
- E. Describe the airline hub system and how it benefits air passengers.
- F. Explain in writing key airline Geography and terms.
- G. Understand fares and pricing used in the airline industry.
- H. Research and book an airline tickets using the ACR system.
- I. Describe how to refund and exchange an airline ticket.
- J. Describe how to handle spiracle-ticketing situations.
- K. Understand the requirements for international travel.

II Major Topics:

- A. Travel agency management
- B. Computer applications for a small travel agency
- C. Basic Geography
- D. Ticketing procedures
- E. International travel
- F. The ACR system
- G. Cash Handling procedures

IV. Course Requirements

Specific assignments and procedures for evaluating student performance in this course will be described in the individual class syllabus. However, all students will:

- A. Participate actively in class activities to include hands-on computer training on simulated ticketing software.
- B. Respond to required reading and homework assignments.
- C. Successfully complete a minimum of two exams that demonstrate a mastery of the major concepts in the course.
- D. Successfully demonstrate appropriate computer based skills
- E. Present/participate in individual or group presentations.