

Course Unit	Travel Agencies and Tour Operators		Field of study	Tourism	
Bachelor in	Tourism		School	School of Public Management, Communication and Tourism	
Academic Year	2019/2020	Year of study	1	Level	1-1
Type	Semestral	Semester	2	ECTS credits	6.0
Code	9254-532-1201-00-19				
Workload (hours)	162	Contact hours	T -	TP 60	PL -
			TC -	S -	E -
			OT -	O -	

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Catarina Antónia Martins

### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Identify the main features of the tourism intermediation;
2. Understand the main role and functioning of travel agencies and tour operators as the main players of the tourism intermediation;
3. Understand the process of creation and programming package tours;
4. Understand the role of Information and Communication Technologies in Tourism Distribution;
5. Understand the main role and functioning of the transport system as a part of this industry;
6. Dominate the introductory concepts of the Global Distribution System Galileo.

### Prerequisites

Not applicable

### Course contents

The tourism distribution. Tour operators. Traditional and virtual travel agencies and central reservation systems. Programming package tours. Information and Communication Technologies in tourism distribution. Integrated systems for travel agencies management. Transport in tourism. The Global Distribution System Galileo.

### Course contents (extended version)

1. The tourism distribution
  - Introductory Concepts
2. Tour operators
3. Traditional and virtual travel agencies and central reservation systems
4. Programming package tours
5. Information and Communication Technologies in tourism intermediation
6. Integrated systems for travel agencies management
7. Transport in tourism
8. Global Distribution System Galileo
  - Introduction
  - Flight Availability
  - Selling Air Segments
  - Booking Files

### Recommended reading

1. Page, Stephan J. (2009). Transport and tourism. (3ª ed. ). England: Prentice Hall ISBN 978-0--273--71970--0
2. Software Galileo, First Class Galileo. Galileo Training (Versão 2017)
3. Abranja, N., & Magalhães, C. (2018). Gestão de agências de viagens e turismo. Lisboa: LIDEL. ISBN 978-989-752-334-2
4. Travelport Galileo - Manual do Aluno (Versão 2018/2019), Documento não publicado, Travelport Portugal
5. Confederation of Tourism and Hospitality. (2011). Travel agency and tour guide operations study guide. London: BPP Learning Media Ltd. ISBN 9780 7517 8875 4

### Teaching and learning methods

The course unit will be taught through the theoretical contents exhibition (expositive method), followed by oriented readings in classes (demonstrative method). Furthermore, in what concerns the Galileo program, practical exercises will be solved to promote greater students involvement in the acquisition of knowledge and skills using the teaching software Galileo.

### Assessment methods

1. Distributed Evaluation - (Regular) (Final, Supplementary)
  - Practical Work - 20% (Exercises in class.)
  - Intermediate Written Test - 40% (Written test on the theoretical content of the course (Chapter 1 to 7).)
  - Intermediate Written Test - 40% (Written test on the practical content of the course (Chapter 8).)
2. Incoming Students - (Regular) (Final, Supplementary)
  - Practical Work - 50% (Working on a constant theme of the syllabus of the course.)
  - Final Written Exam - 50% (Final Written Exam - 50% (Exam CBT Galileo))
3. Distributed evaluation - (Regular, Student Worker) (Final, Supplementary)
  - Intermediate Written Test - 50% (Test on the theoretical content of the course.)
  - Intermediate Written Test - 50% (Test on the practical content of the course.)
4. Final exam evaluation - (Regular, Student Worker) (Special)
  - Final Written Exam - 100%

### Language of instruction

1. Portuguese
2. English

## Electronic validation

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03-03-2020	03-03-2020	03-03-2020	11-03-2020