

Course Unit	Operations in Tourism Distribution		Field of study	Tourism	
Bachelor in	Tourism		School	School of Public Management, Communication and Tourism	
Academic Year	2019/2020	Year of study	2	Level	1-2
Type	Semestral	Semester	1	ECTS credits	6.0
Code	9254-532-2104-00-19				
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)

#### Learning outcomes and competences

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

1. Dominate terms and procedures of the software Galileo - Computer Based Training
2. Recognize not only Galileo environment and its functionalities but also the normal activity of a travel agency in what concerns selling through new technologies
3. Dominate the different units of CBT First Class Galileo

#### Prerequisites

Before the course unit the learner is expected to be able to:

1. Dominate Elementary knowledge about tourism distribution
2. Demonstrate Elementary knowledge of written English

#### Course contents

Introduction. The Global Distribution System Galileo: Supplementary data; Modifying the itinerary; Modifying booking files; Fare displays; Fare quotations; Ticket production; Advanced seat assignments; Client files; Queues; Reference information; Hotel reservations; Car rentals; Travelscreen; Timatic.

#### Course contents (extended version)

1. Introduction
2. The Global Distribution System Galileo
  - Supplementary data
  - Modifying the itinerary and Modifying booking files
  - Fare displays and Fare quotations
  - Ticket production
  - Advanced seat assignments
  - Client files
  - Queues
  - Reference information
  - Travelscreen
  - Timatic

#### Recommended reading

1. Dennis, L. Foster (2012). Galileo, First Class Galileo Student Manual. Galileo Training.
2. Page, Stephan J. (2009). Transport and Tourism. (3ª ed. ). England: Prentice Hall ISBN 978-0-273-71970-0
3. Software Galileo, First Class Galileo. Galileo Training (Versão 2012)
4. Abranja, N., & Magalhães, C. (2018). Gestão de agências de viagens e turismo (2ªed.). Lisboa: LIDEL. ISBN: 978-972-757-855-9

#### Teaching and learning methods

Tutorial classes with resource to expositive method associated with active techniques. Software Galileo – Computer based Training First Class Galileo. Audiovisuals.

#### Assessment methods

1. Distributed evaluation - (Regular, Student Worker) (Final, Supplementary)
  - Intermediate Written Test - 50% (Practical and theoretical test)
  - Final Written Exam - 50% (Practical and theoretical test)
2. Final Exam Evaluation (Mobility students also) - (Regular, Student Worker) (Final, Supplementary, Special)
  - Final Written Exam - 100% (Practical and theoretical exam)
3. Distributed evaluation -incoming students also - (Regular) (Final, Supplementary)
  - Intermediate Written Test - 40% (Practical and theoretical exam)
  - Intermediate Written Test - 40% (Practical and theoretical exam)
  - Practical Work - 20% (Practical exercises in classes)

#### Language of instruction

1. Portuguese
2. English

#### Electronic validation

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15-10-2019	16-10-2019	16-10-2019	17-10-2019