



**FAKULTI PENGURUSAN DAN INDUSTRI HALAL**

<b>PROGRAM</b>	<b>Diploma in Tourism Management</b>
<b>COURSE NAME</b>	<b>GLOBAL DISTRIBUTION SYSTEM</b>
<b>COURSE CODE</b>	<b>DTS 5013</b>
<b>CREDIT HOUR</b>	<b>3</b>
<b>SYNOPSIS</b>	Global Distribution System is designed for students who wants to start a career in the travel industry or upgrade their professional competence in travel industry .The course is designed to familiarize students with the basic standards in air travel pricing and ticketing, provide them with sales and customer service skills, product knowledge and destination awareness and computer reservations systems.
<b>COURSE STRUCTURE</b>	
<b>CHAPTER</b>	<b>TOPICS</b>
<b>1</b>	<b>Introduction of GDS</b>  1.1 History Global Distribution System (GDS), 1.2 Types of Global Distribution System (GDS) 1.3 Function of Global Distribution System (GDS)
<b>2</b>	<b>Sign In Sign Out</b>  2.1 The procedure to Sign In 2.2 Check and switching working area and to Sign Out
<b>3</b>	<b>Encode Decode</b>  3.1 The process of determining encode and decode cities, airports, airlines, country and equipment.
<b>4</b>	<b>Flight Schedule</b>  4.1 Basic flight availability 4.2 Verify flight information 4.3 Minimum connecting time (MCT) 4.4 Level of participation



<b>5</b>	<b>Passenger Name Record</b>  5.1 Mandatory field information for PNR 5.2 General facts, 5.3 Other service information (OSI) 5.4 Special service request (SSR) 5.5 Remarks field
<b>6</b>	<b>Ends and Ignore Transaction</b>  6.1 Ends transaction entry and to ignore transaction
<b>7</b>	<b>Seat Assignment</b>  7.1 Seat map display 7.2 Assign seat by number 7.3 Pre-reserved seats (PRS) 7.4 Cancelling and modification seat assignment
<b>8</b>	<b>PNR Retrieval and Divide PNR</b>  8.1 Display parts of PNR 8.2 PNR history 8.3 PNR divide process
<b>9</b>	<b>Queue System</b>  9.1 Concepts of queue system 9.2 Counting the PNRs on queues 9.3 Accessing a queue and a queue placement remark 9.4 Manually place PNR on queue and queue task.
<b>10</b>	<b>Timatic (Travel Information Manual)</b>  10.1 Information or requirement for geographical, passport, visa, health, taxes, custom and currency
<b>11</b>	<b>Fare</b>  11.1 Basic fare 11.2 Fare rules 11.3 Tax information 11.4 Basic mileage calculation 11.5 IATA rate of exchange (ROE) and currency conversion rate.



<b>12</b>	<b>PNR Pricing</b>  12.1 Non PNR pricing 12.2 PNR auto pricing
<b>13</b>	<b>Ticketing</b>  13.1 Ticket fare record display 13.2 Ticket printer management 13.3 Form of payment 13.4 Issuing of ticket and electronic ticket
<b>References:</b>	1. Amadeus Selling Platform Connect Manual. Customer Support (Training) Amadeus GDS (Malaysia) Sdn. Bhd.