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Course Unit	Operations in Tourism Distribution			Field of study	Tourism		
Bachelor in	Tourism			School	School of Public Management, Communication and Tourism		
Academic Year	2022/2023	Year of study	2	Level	1-2	ECTS credits	6.0
Type	Semestral	Semester	1	Code	9254-532-2104-00-22		

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. Dominate terms and procedures of the Global distribution system Galileo through 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 functionalities of using the real system SmartPoint Galileo using Travelport's Global Desktop Remote access.

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 using Smartpoint Galileo: Supplementary data; Modifying the itinerary; Modifying booking files; Fare displays; Fare quotations; Ticket production; Advanced seat assignments; Client files; Queues; Reference information; Travelscreen; Timatic.

Course contents (extended version)

1. Introduction
2. The Global Distribution System Galileo
   - Suplementary data
   - Modifying the itinerary and Modifiyng 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
5. Travelport. Manual do aluno, Galileo reservas, tarifas e emissões (Versão 2018/2019)

Teaching and learning methods

Tutorial classes with resource to expositive method associated with active techniques. Software Galileo – Computer based Training First Class Galileo and Global Desktop Remote accessing Smartpoint Galileo. Audiovisuals.

Assessment methods

1. Final Exam Evaluation (incoming students also) - (Regular, Student Worker) (Final, Supplementary, Special)
   - Final Written Exam - 100% (Practical and theoretical (minimum mark 8) exam)
2. Distributed evaluation -incoming students also - (Regular) (Final, Supplementary)
   - Final Written Exam - 60% (Practical and theoretical (minimum mark 8) exam)
   - Practical Work - 40% (Practical exercises during classes)

Language of instruction

1. Portuguese
2. English

Electronic validation

Catarina Antónia Martins	Catarina Antónia Martins	Catarina Alexandra Alves Fernandes	Luisa Margarida Barata Lopes
07-10-2022	07-10-2022	09-10-2022	16-10-2022