INSTITUTO POLITÉCNICO DE BRAGANÇA

Course Unit	Operations in Tourism Distribution		**Field of study**	Tourism	
Bachelor in	Tourism		**School**	School of Public Management, Communication and Tourism	
Academic Year	2023/2024	**Year of study**	2	**Level**	1-2	**ECTS credits**	6.0
Type	Semestral	**Semester**	1	**Code**	9254-532-2104-00-23	

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. Software Galileo, First Class Galileo. Galileo training (Versão 2018)
3. Abranja, N. , & Magalhães, C. (2018). Gestão de agências de viagens e turismo (2ªed.). Lisboa: LIDEL. ISBN: 978-972-757-855-9
4. 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. Continuous evaluation I -incoming students also - (Regular) (Final)
    - Intermediate Written Test - 30% (Practical and theoretical (minimum mark 7) exam)
    - Practical Work - 40% (Practical exercises during classes)
    - Intermediate Written Test - 30% (Practical and theoretical (minimum mark 7) exam)
2. Final Exam Evaluation - (Regular, Student Worker) (Supplementary, Special)
    - Final Written Exam - 100% (Practical and theoretical (minimum mark 7) exam)
3. Continuous evaluation II - (Student Worker) (Final)
    - Intermediate Written Test - 50% (Practical and theoretical (minimum mark 7) exam)
    - Intermediate Written Test - 50% (Practical and theoretical (minimum mark 7) exam)

Language of instruction

1. Portuguese
2. English

Electronic validation

Catarina Antónia Martins	Márcio Domingos Alves Ribeiro Martins	Catarina Alexandra Alves Fernandes	Luisa Margarida Barata Lopes
01-10-2023	02-10-2023	05-10-2023	09-10-2023

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