



# College of Hospitality Industry Management

## TQF5 Course Report

**Course Code :** IAC 2302

**Course Title :** Reservation Management

**Credits :** 3(3-0-6)

**Semester /Academic Year:** 2/2020

**Students :** Bachelor of Arts Program in Airline Business

**Lecturer(s) :** **Kanittha Charernnit**

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

## **Course Report**

**Institution** : Suan Sunandha Rajabhat University

**Campus/Faculty/Department** : College of Hospitality Industry Management

### **Section1: General Information**

**1. Course Code and Title:** IAC 2302 Reservation Management

**2. Pre-requisite (if any) :** None

**3. Faculty Member(s) Teaching the Course and Sections**

Aj. Kanittha Charernnit

**Sections:**           **1-4**

**4. Semester and Academic Year**

Semester   2 Academic Year 2020

**5. Venue** College of Hospitality Industry Management, Nakhon Pathom Education Center

**Section 2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan**

**1. Number of actual teaching hours compared with the teaching plan**

Topics	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than 25%)
<ul style="list-style-type: none"> <li>• Overview the course</li> <li>• The improvement activity</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Airport Code / Airline Code</li> <li>• Geography</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Introduction to Amadeus Basic Reservation</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Sign-In Procedures</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Conversion Function</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• AIS Pages</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Amadeus Air</li> </ul>	3	3	
<b>Midterm Examination</b>			
<ul style="list-style-type: none"> <li>• PNR</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Other Service Information</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Special Service Request</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• PNR Security</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• PNR Retrieval</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• PNR Modification</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Presentation</li> </ul>	3	3	
<ul style="list-style-type: none"> <li>• Review</li> </ul>	3	3	
<b>Final Examination</b>			
<b>Total</b>	<b>48</b>	<b>48</b>	

**2. Topics that couldn't be taught as planned**

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
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**3. Effectiveness of the teaching methods specified in the Course Specification**

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics		✓	-	Some students were arriving late for class, teaching them and giving some more assignments to practice
2. Knowledge		✓	-	Some students have extremely limited ability in English, assigned to read and report in class Need an extra attention in class individually in some topic
3. Cognitive Skills		✓	-	Encourage students to use any technologies with WIFI access to attain the information
4. Interpersonal Skills and Responsibilities		✓	-	Use team learning and students to do group presentation with different role of duties assigned as a 'Booking assignment'

5. Numerical Analysis, Communication and Information Technology Skills		✓	-	Use team learning as an example.
6. Learning Management Skills		✓	-	Students are unable to manage for time-being as much accurate.

### Section 3 : Course Outcomes

**1. Number of registered students :** 105

**2. Number of students at the end of semester :** 105

**3 Number of students who withdrew (W) :** --

**4. Grade distribution**

Grade	No. of students	Percentage
A	30	28
A-	41	39
B+	33	32
B	0	0
B-	0	0
C+	0	0
C	0	0
C-	0	0
D	0	0
F	0	0
Incomplete (I)	1	1.05

**5. Factors causing unusual distribution of grades (If any)**

**6. Discrepancies in the evaluation plan specified in the Course Specification**

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
-	-

**7. Verification of students' achievements**

Verification Method(s)	Verification Result(s)

**Section 4 : Problems and Impacts**

**1. Teaching and learning resources**

<b>Teaching Problems:</b> The connect was not stable	<b>Impacts on students' learning :</b> Students have to sign in many times
<b>Learning Resources Problems:</b> Amadeus Basic Reservations System is not stable, which could be from student's internet system or Amadeus system.	<b>Impacts on students' learning:</b> Students have difficulty in signing in to the system.

**2. Administration and organization**

<b>Problems from administration</b>	<b>Impacts on students' learning</b>
<b>Problems from organization</b>	<b>Impacts on students' learning</b>

## Section 5 : Course Evaluation

### 1. Results of course evaluation by students

#### 1.1 Important comments from evaluation by students

All aspects of knowledge were able to be used in the future as in the customer service career. They need more exercise but not too hard.

#### 1.2 Faculty members' opinions on the comments in 1.1

Agreed to get more exercise.

### 2. Results of course evaluation by other evaluation methods

#### 2.1 Important comments from evaluation by other evaluation methods

Students evaluated team by themselves, they were happy to do so

#### 2.2 Faculty members' opinions on the comments in 2.1

Agreed.

## Section 6 : Improvement Plan

### 1. Progress of teaching and learning improvement recommended in the previous Course Report

Improvement plan proposed in Semester... Academic year .....	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)
1. More practices with various situations .....	1. ....
2. ....	2. ....
	3. ....

### 2. Other improvements

N/A

### 3. Suggestions for improvement for Semester 2 Academic year 2020

Suggestions	Time Frame	Responsible person
More practices with various situations / scenario	Dec 2021	Lecturer who teaches this subject.

### 4. Suggestions of faculty member(s) responsible for the course

More practices with various situations / scenario / passengers' type.

**Responsible Faculty Member/Coordinator:** Aj. Kanittha Charernnit

Signature..... Submission Date 31<sup>st</sup> May 2021

**Chairperson/Program Director:** Mr. Theppaluk Komolvanij

Signature..... Receipt Date .....