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**TQF.5 Course Report**

**Course Code :** IAC 2302

**Course Title:** Reservation Management

**Credits:** 3 (2-2-5)

**Semester /Academic Year :** 1/2020

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

**Lecturer(s) :** Mr. Sakul Jariyachamsit

International College, Suan Sunandha Rajabhat University

**Course Report**

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| **Institution** : Suan Sunandha Rajabhat University**Campus/Faculty/Department** : International College |
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**Section1: General Information**

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

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| **2. Pre-requisite (if any):** - |

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| **3.Faculty Member(s) Teaching the Course and Sections** **Sections:** AB 61 **Room No.**302 |

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| **4. Semester and Academic Year** Semester 1, Academic Year 2020 |

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| **5.Venue** SSRUIC Building, Suan Sunandha Rajabhat University |
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**Section 2: Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan**

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| **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%)** |
|  1. Overview the course  The improvement activity | 3 hours | 3 hours | - |
|  2. Introduction to Amadeus Basic Reservation | 3 hours | 3 hours | - |
|  3 Sign-In Procedures | 3 hours | 3 hours | - |
|  4. Conversion Function | 3 hours | 3 hours | - |
|  5. AIS Pages - | 3 hours | 3 hours | - |
|  6. Amadeus Air | 3 hours | 3 hours | - |
|  7. PNR | 3 hours | 3 hours | - |
| 8. Midterm Examination |  |  |  |
| 9. Other Service Information | 3 hours | 3 hours | - |
| 10. Special Service Request | 3 hours | 3 hours | - |
| 11. PNR Security | 3 hours | 3 hours | - |
| 12. PNR Retrieval | 3 hours | 3 hours | - |
| 13. PNR Modification | 3 hours | 3 hours | - |
| 14. Queues | 3 hours | 3 hours | - |
| 15. Review | 3 hours | 3 hours | - |
| 16. Final Examination |  |  |  |
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| **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(1) Be able to deliver or to complete a required task within the appointed time, including presenting at the appointed time when conducting a tour. (2) Be able to do the right thing according to the values, beliefs and principles they claim to hold. (3) Be able to make decisions in business according to moral concepts and judgments. | (1) The team of students will help to remind other team members to be on time. Running field trips is another strategy used in building student’s punctuality characteristic.(2) Bring students on field trips to cultural and historical attractions as well as local communities in order to nurture students’ respect for places and persons.(3)Provide examples of truthfulness and accuracy in classroom such as no plagiarism, in doing assignments | 🗸 | - | - |
| 2. Knowledge(1) Have understanding of theories and concepts in tourism management. (2) Have understanding of case studies relevant to tourism management. (3) Be able to give general information and knowledge of Thailand and tourist attractions in Thailand and ASEAN countries. | (1) Use problem-based learning.(2)Use cooperative learning techniques.(3)Invite guest speaker who is an expert in real world of tourism business management. | 🗸 | - | - |
| 3. Cognitive Skills(1) Be able to apply theories and concepts in tourism management in case studies and real situations. (2) Be able to solve problems that may occur during managing tours. (3) Be able to solve problems that may occur during cooperative education. | (1) Use problem-based learning.(2) Use cooperative learning techniques.(3)Apply Tour Business Training Project.(4)Use research and seminar teaching style. | 🗸 | - | - |
| 4. Interpersonal Skills and Responsibilities(1)Be able to adjust to work in team both as leader and as follower. (2)Have responsibility for individual and group assignments. (3)Have ability in adjusting themselves in multi-cultural environment | (1) Use problem-based learning.(2)Use cooperative learning techniques.(3)Invite guest speaker who is an expert in real world of tourism business management. | ✓ | - | - |
| 5. Numerical Analysis, Communication and Information Technology Skills5.1 Evaluate from group presentation and group discussion.5.2 Evaluate from performance of students in presenting searched information in presentation and paper writing forms. | (1) Use problem-based learning.(2) Use cooperative learning techniques.(3)Apply Tour Business Training Project.(4)Use research and seminar teaching style. | 🗸 | - | - |

**4. Suggestions for Improving Teaching Methods** - |

**Section 3 : Course Outcomes**

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| **1. Number of registered students** : 148 |
| **2. Number of students at the end of semester**: 148 |
| **3 Number of students who withdrew (W)** : None |
| **4. Grade distribution**

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| Grade | No. of students | Percentage |
| A | 49 | 33 |
|  A- | 15 | 11 |
|  B+ | 14 | 9 |
| B | 18 | 12 |
|  B- | 9 | 6 |
|  C+ | 9 | 6 |
| C | 4 | 3 |
| C- | 2 | 1 |
| D+ | - | - |
| D | - | - |
| D- | - | - |
| F | - | - |
| Incomplete (I) | 28 | 19 |

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| **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 |
| - | - |

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|  6.2 Discrepancy in evaluation methods |
| Details of Discrepancy | Reasons |
| - | - |

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| **7. Verification of students’ achievements** |
| Verification Method(s) | Verification Result(s)  |
| - | - |

**Section 4 : Problems and Impacts**

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| **1. Teaching and learning resources** |
| **Teaching Problems:** - | **Impacts on students’ learning :** - |
| **Learning Resources Problems:**- | **Impaction students’ learning :** - |

**2. Administration and organization**

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| **Problems from administration**- | **Impacts on students’ learning** - |
| **Problems from organization**- | **Impacts on students’ learning**- |

**Section 5 : Course Evaluation**

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| **1. Results of course evaluation by students**  |
| * 1. Important comments from evaluation by students

 Students need more time to prepare their works, individual presentation |
|  1.2 Faculty members’ opinions on the comments in 1.1 Lectures are welcome to provide some advice about the technique of seaching information from academic sources in order to save students’ time. |
| **2. Results of course evaluation by other evaluation methods** |
| 2.1 Important comments from evaluation by other evaluation methodsThis course helps students to have capabilities to apply knowledge about reservation system by individual and group’s assignments. |
|  2.2 Faculty members’ opinions on the comments in 2.1There is necessary to have a knowledge reservation system to provide an extra knowledge for students.  |

**Section 6 : Improvement Plan**

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| **1. Progress of teaching and learning improvement recommended in the previous Course Report** |
| Improvement plan proposed in Semester 1 Academic year 2021Project-based learning through afield work | Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)The semester assignment was to complete the report by apply the concepts on what they have learnt from class in order to write down the report regarding cultural and heritage attraction.  |

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| **2. Other improvements*** Using new teaching techniques such as jigsaw method, group investigation and cooperative learning method
 |
| **3. Suggestions for improvement for Semester 1 Academic year 2021** |
| Suggestions | Time Frame | Responsible person |
| * Case studies
* Project- based learning through a field work
 | Throughout the semester | Mr. Sakul Jariyachamsit |
| **4. Suggestions of faculty member(s) responsible for the course** - |

**Responsible Faculty Member/Coordinator:** Mr. Sakul Jariyachamsit

Signature Submission  Date: December 14, 2020

**Chairperson/Program Director:** ……………………………………..…………….

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