

MANGALORE UNIVERSITY
DEPARTMENT OF BUSINESS ADMINISTRATION
MBA - TOURISM AND TRAVEL MANAGEMENT(MBA TTM)

TMH -502: AIR PORT HANDLING AND AIR TICKETING

Credits: 4

Learning Objectives:

- To provide an understanding about various rules, regulation, procedures and documentation in air traffic.
- To know about Air Ticketing and Travel and tourism agencies, their structure and Organization.

Learning Outcome:

- Students should be able to remember IATA city and airport codes, calculate city to city airfares, understand the structure and functions of an airport.

Pedagogy: Assignments, Seminars, and Presentations, Lecture-cum-discussions.

UNIT I Origin of civil aviation - History of Civil Aviation in India - Public and Private Sector airlines in India – Open Sky Policy; Role of AAI and DGCA; A brief account of IATA /ICAO-18 Annexes of international civil aviation- Warsaw - Chicago conventions – Bilateral agreements & Multilateral Agreements – Freedoms of Air. Strategies adopted by the airline companies- Mergers-acquisition-Market concentration- partner agreements- Diversifications-Privatization.

UNIT II Check in and Checkout Formalities at Airport - Cabin Crew - In flight services - Types of class – upgrading & downgrading (Airport in Transportation Management)-Baggage Handling – Regulations –Passengers requiring special handling- passengers with medical problems, Expectant women , Unaccompanied minors, infants –VIPS/CIPS. Baggage and Excess baggage - Types of Baggage: Checked and unchecked baggage – piece and weight concept – pooling of baggage –free carryon items – Baggage clearance - Customs – Channels (Green Channel & Red channel).

UNIT III Ramp Equipments at the Airport: Airport Layout – Brief account of: Airfield – (Landing strip [Runway, Shoulders, Stop way], Taxi ways, Apron) – Terminal Area (Gates, Terminal Building, Aircraft service facilities-hangar) – Flight support Area (ATC, Fuelling Area, Navigational aids). Airport Management: Major Airlines and Airports in India - Airport facilities for passengers.

UNIT IV Passenger Air Tariff - Background information, Passenger Air Tariff Editions - IATA areas of the world, Global Indicators, One country rule. Types of Journeys – One way Trip – Round Trip – Circle Trip – Open Jaw – Counting Transfers and Stopovers.

UNIT V Time Difference - Local time and GMT calculation, flying time calculation. Currency conversion- Conversion of NUC into local currency, rounding of local currency. OW through Fare Construction - RT and CT fare construction – Selecting a Fare Break Point – General Guidelines – RT/CT formula – CTM Check.

UNIT VI Ticketing and Traffic Documents –Passenger Ticket and Baggage Check- Customs regulations of India- Currency Regulations of India- Computerized Reservation System (Practicals).

References:

1. Seth Prannath (2003), Successful Tourism Management Vol II, Sterling Publications, New Delhi
2. IATA Training Manual Foundation Course.
3. Negi Jagmohan (2003), Air Travel Ticketing and Fare construction, Kanishka Publishers
4. Dennis. L. Foster (2001), the Business of Travel Agency Operations and Administration, Mc. Graw Hill Publications
5. Travel Information Manual (TIM)
6. OAG Guide published by IAIA
7. R Dogani, Air Port Business
8. OAG and Air Cargo Tariff (Both Red and Green)
9. Air Cargo Tariff Manuals
10. IATA Live Animals Regulations Manuals

