



College of Hospitality Industry Management

TQF5 Course Report

Course Code : IAC 2302

Course Title : Reservation Management

Credits : 3(3-0-6)

Semester /Academic Year: 2/2021

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: **1-2**

4. Semester and Academic Year

Semester 2 Academic Year 2021

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"> • Overview the course • The improvement activity 	3	3	
<ul style="list-style-type: none"> • Airport Code / Airline Code • Geography 	3	3	
<ul style="list-style-type: none"> • Introduction to Amadeus Basic Reservation 	3	3	
<ul style="list-style-type: none"> • Sign-In Procedures 	3	3	
<ul style="list-style-type: none"> • Conversion Function 	3	3	
<ul style="list-style-type: none"> • AIS Pages 	3	3	
<ul style="list-style-type: none"> • Amadeus Air 	3	3	
Midterm Examination			
<ul style="list-style-type: none"> • PNR 	3	3	
<ul style="list-style-type: none"> • Other Service Information 	3	3	
<ul style="list-style-type: none"> • Special Service Request 	3	3	
<ul style="list-style-type: none"> • PNR Security 	3	3	
<ul style="list-style-type: none"> • PNR Retrieval 	3	3	
<ul style="list-style-type: none"> • PNR Modification 	3	3	
<ul style="list-style-type: none"> • Presentation 	3	3	
<ul style="list-style-type: none"> • Review 	3	3	
Final Examination			
Total	48	48	

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
--	--	

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: 46

2. Number of students at the end of semester: 46

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

4. Grade distribution

Grade	No. of students	Percentage
A	14	30.43
A-	3	6.52
B+	6	13.04
B	7	15.22
B-	6	15.22
C+	2	4.35
C	3	6.52
C-	5	8.7
D+	0	0
D	0	0
D-	0	0
F	0	0
I	0	0
W	0	0

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

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

2. Administration and organization

Problems from administration	Impacts on students' learning
Problems from organization	Impacts on students' learning

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 2022	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 Date9th May 2022.....

Chairperson/Program Director: Mr. Theppaluk Komolvanij

Signature..... Receipt Date