

TMH – 451: AIR PORT HANDLING AND AIR TICKETING

Credits: 4

Course Objectives:

1. To provide an understanding about various rules, regulation, procedures and documentation in air traffic.
2. To know about Air Ticketing and Travel and tourism agencies, their structure and Organization.
3. To learn about IATA areas, 3 letter city and airport codes
4. To study various ramp equipment used at the airport
5. To study present, past and future of civil aviation
6. To understand the role of IATA, ICAO, DGCA and AAI in the operation of aircrafts
7. To discuss on Warsaw and Chicago conventions

Course Outcome:

- CO1:** Students should be able to remember IATA city and airport codes, calculate city to city airfares
- CO2:** To learn and understand the structure and functions of an airport.
- CO3:** To be able to calculate the time differences of various cities
- CO4:** To be able to understand the baggage regulations
- CO5:** To be able to know the check-in and check-out procedures in the airport
- CO6:** To know the structure of an airport and its different facilities and amenities
- CO7:** To gain knowledge on types of journeys, global indicators and sales indicators

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 - Inflight 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 Equipment 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, Fueling 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 (Practical).

References:

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