

STUDY SUBJECT DESCRIPTION
TRAVEL ORGANIZATION SERVICES

Title of Study Programme and Code	Type (compulsory/optional)	Cycle	Year of study when the component is delivered (if applicable)
Management of tourism services	Compulsory	1 st	2 nd year
Semester/trimester when the component is delivered	Number of ECTS credits allocated	Language of instruction	Mode of delivery (face-to-face/e-learning/...)
3 rd	5 ECTS	Lithuanian	Face-to-face (e-learning, if needed)
Learning outcomes		Study methods	Assessment methods
After completion of the study subject, a student should be able: LO 1 Knows the requirements for the installation of a tourism company LO 2 Knows the basic forms of corporate structure LO 3 Forms a positive image of a tourism company LO 4 Knows time zones, time counting systems LO 5 Knows how to book hotels LO 6 Defines the principles and requirements for the provision of information LO 7 Knows and applies the requirements for the preparation of information publications LO 8 Examines the requirements for the establishment of tourism enterprises providing tourism services LO 9 Applies professional ethics standards when communicating with clients and business partners LO 10 Analyzes computerized air ticket reservation systems LO 11 Knows the possibilities of working with the computer program "Amadeus" LO 12 Manages tourist travel documentation LO 13 Concludes a tourist travel contract LO 14 Knows the type of travel insurance LO 15 Uses schedules for different modes of transportation LO 16 Knows the forms of communication		Interactive lecture; Literature study; Practical work; Performing Roles; Preparation of independent work; Preparation of a brochure; Analysis of problematic situations; Case study; Group work.	Defence of practical work; Test; Project work.

with visitors		
Prerequisites (these courses must have successfully completed before s/he can take this course)		
1. Fundamentals of tourism		
Course content		
1. The place and role of travel companies in the tourism business 2. Opening of a new tour company. Legal background. 3. Organization of travel agencies. Technical and internal equipment. 4. Types of information. Preparation of newsletters / promotional offers. 5. Consulting and informing the client. 6. Travel documents. Conclusion of travel contract. Types of visas. 7. Types of travel insurance. 8. Hotel booking. 9. Timetables for different modes of transport. 10. Booking and booking tickets. Time zones. Time calculation during flight. 11. Visitor service, forms of communication with customers. 12. Preparation of travel routes. 13. Working with a computer program "Amadeus".		
Recommended or required reading and other learning resources/tools		
1. Žuromskaitė B., Gražulis V., Jagminas. J. ir kiti. Turizmas: plėtra, iššūkiai, perspektyvos. Vilnius: registrų centras, 2016. 2. Stulpinaitė J. Turizmo pagrindai: samprata, sistema, sandara. Šiauliai: Šiaulių valstybinė kolegija, 2016. 3. Indriūnas G. Turizmo planavimas (nota bene). Vilnius: Vilniaus kolegija, 2015. 4. Baležentis A., Žuromskaitė B. Turizmo vadyba. Vilnius: Mykolo Romerio universitetas, 2012.		