

COURSE OUTLINE

1. GENERAL INFORMATION

| | | | |
|---|---|------------------------------|----------------|
| FACULTY | ECONOMY AND MANAGEMENT | | |
| DEPARTMENT | ORGANIZATIONS MANAGEMENT, MARKETING AND TOURISM | | |
| LEVEL OF STUDY | UNDERGRADUATE | | |
| COURSE CODE | 1605-210522 | SEMESTER | 5th |
| TITLE | AIRPORT ORGANIZATION AND OPERATION | | |
| Autonomous Teaching Activities | | WEEKLY TEACHING HOURS | CREDITS |
| Lectures, Laboratory Exercises | | 3 | 5 |
| | | | |
| | | | |
| COURSE TYPE | SPECIAL BACKGROUND | | |
| PREREQUISITE COURSES | NONE | | |
| TEACHING LANGUAGE | GREEK AND ENGLISH | | |
| COURSE OFFERED TO ERASMUS STUDENTS | YES | | |
| COURSE WEBPAGE (URL) | | | |

2. LEARNING OUTCOMES

| |
|---|
| Learning outcomes |
| <p>After the successful completion of the course, the student is expected to:</p> <ol style="list-style-type: none"> 1. KNOWLEDGE: describe and identify the organization and operation of the airport. 2. UNDERSTANDING: to assess the safe movement of passengers through organized procedures 3. APPLICATION: be able to classify the types of different aircraft and link them to passengers. 4. ANALYSIS: to plan and direct the passengers according to the flight you indicate on their ticket 5. COMPOSITION to organize the passengers of different airlines and nationalities through specific procedures and rules of passenger service. 6. EVALUATION: evaluate and compare case studies. |
| General Skills |
| <ul style="list-style-type: none"> ✓ Search, analysis and synthesis of data and information, using the necessary technologies ✓ Adaptation to new situations ✓ Decision making ✓ Autonomous work ✓ Teamwork ✓ Work in an international environment |

- ✓ Work in an interdisciplinary environment
- ✓ Production of new research ideas

3. COURSE CONTENT

1. Airport terminals and transition areas
2. Aircraft types
3. Aircraft configuration
4. MCT-ETA-ETD
5. Check-in procedures
6. Baggage check
7. OSI - SSR Special treatment request
8. Travel documents and procedures
9. Travel Information Manual - TIM
10. Aircraft Traffic Area
11. World time zones
12. Abbreviations at the airport
13. Department of the lost

4. TEACHING AND LEARNING METHODS - ASSESSMENT

| | | |
|------------------------------|---|----------------------------------|
| TEACHING METHOD | Face to Face | |
| ICT USE | Computer, projector, internet, e-mail, support of the learning process through electronic platform https://exams-sod.the.ihu.gr | |
| TEACHING ORGANIZATION | <i>Activities</i> | <i>Working Load per Semester</i> |
| | Lectures | 39 |
| | Group or individual assignment | 30 |
| | Bibliographic study and analysis | 41 |
| | Self-study / practice | 40 |
| | | |
| | | |
| | | |
| | TOTAL | 150 |
| ASSESSMENT | <p>A. Written Final Exam (100%) (Includes Judgement, open-ended, problem solving and multiple-choice questions) The test material is posted on Moodle and before the test time is spent on answering questions about the test material. A file of students' examination documents is kept until they receive their degree. After the exam, time is available to each student to clarify his / her mistakes and explain his / her grade.</p> | |

5. REFERENCES

-Suggested bibliography:

- Aiken R. Lewis, (1997). Questionnaires and Inventories. New York: John Wiley & Sons
- Alamdari F., (2002). Regional development in airlines and travel agents' relationship. *Air Transport Management*. 8 (2002), 339-348
- Alamdari F., Mason K, (2006). The future of airline distribution. *Air Transport Management*, 12 (3), 122-134
- Allen, P., (1999) *Sales: Organization and Practice*. Athens: Key Number.
- Alexandris K., Dimitriadis N., Markata D., (2002). Can Perceptions of Service Quality Predict Behavioral Intentions? An Exploratory Study In the Hotel Sector in Greece, *Managing Service Quality*, 12 (4), 224-231
- Andersson, Sven-Eric, (1998). Passenger choice analysis for seat capacity control: a pilot project in Scandinavian Airlines. *International Transactions in Operational Research*. 5 (6), 471-486
- AngellaChenKui Lu, (2003) *International Airline Alliances*.Hague: Kluwer Law International
- Arnoult S., Miramar F., (2008) How Low Can we Go, *Air Transport World* 44 (12), 63-65
- <https://www.iata.org/en/pressroom/pr/2020-09-29-02/>, (visited, 29/09/2020 15.
- [https://www.iata.org/en/publications/store / world-air-transport-statistics /](https://www.iata.org/en/publications/store/world-air-transport-statistics/), (visited, 29/09/2020)
- Daffy, Ch., (1996) *Once a Customer Always a Customer*, Britain: MPG Books
- Frank Fiore, (2001). *e-marketing*. Athens: Giourdas
- Gee C., Makens J., Choy D., (1989). *The Travel Industry*.Kentucky: Van Nostrand
- Iatrou K., Alamdari F., (2005). The empirical analysis of the impact of alliances on airline operations. *Air Transport Management*. 11 (2005), 127-134
- Inkpen, G., (1998). *Information technology for Travel and Tourism*. London. London: Longman.
- Javeau Claude, (1996). *The Questionnaire Survey*. Athens: print
- Johnson Michael, (1998). *Customer Orientation and Market Action*. New Jersey: Prentice-Hall
- IATA Course textbook, (2019). *Selling airline reservations and travel*, IATA,
- Kotler, Ph. (2000). *Marketing Management*, Athens: inter books
- Wells A., (1997). *Aviation industry transportation*. Athens: Greek
- Werthner, Hans & Klein, Stefan, (1999). Information Technology and Tourism: A Challenging Relationship.*Annals of Tourism Research*. 29 (2), 567-568
- Williams, G., (2002). *Airline Competition: Deregulation's Mixed Legacy*. Aldershot: Ashgate Publishing Limited
- Worsfold Ph., (1999). HRM, Performance, Commitment and Service Quality in the Hotel Industry. *International Journal of Contemporary Hospitality*. 11 (7), 340-348
- Zea, M., and Feldman, D. (1998). *Going Global: The Risks and Rewards of Airline Alliance-Based Network Strategies*. The Handbook of Airline Economics, New York: Mc Graw-Hill