

**Experiential learning**

**A VISIT TO THE BACK OFFICE OF AN OTA**

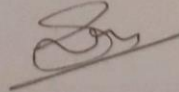
**DEPARTMENT OF TRAVEL AND TOURISM MANAGEMENT 2021-22**

**PROVIDENCE WOMEN'S COLLEGE CALICUT**

**A Visit to "SKYBOOK DIGITAL" Back Office of an Online Travel Agency**

**SUMMARY**

The department of Travel and Tourism Management conducted a field trip for second year students . In-addition to classroom learning, the practical exposure to industry is needed for the students to gain knowledge in the industry . For equipping students as professionals in Travel Industry, the Department of Travel and Tourism Management has organised an Industrial visit to Skybook Digital on 25 June 2022 at UI Cyberpark Kozhikode. The visit is intended to give exposure to the real-time activities of an online travel agency's back office. This field visit program for students is a practical session covering GDS, Front office reservation tools, Holiday Package building case study, Backoffice management tools, Bsp link tool, CRM and a practical version of what students will experience when they go for a job. This program helped them to generate idea on different types of travel and ticketing software in the travel agencies and tour operation companies. 45 students attended the program and they were able to understand the practical session of a travel agency. It was really an informative session for all who attended the program.



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Head of the Department of Travel &  
Tourism Management  
Providence Women's College, Calicut

March 4 - 2022

Agenda.

- 1- Internal Exam.
- 2- Study leave
- 3- Submission of project report & Internal Viva Exam.
- 4- Study leave for final year.
- 5- Study tour / field visit for 2 years.

We discussed the date of internal exam and planned to conduct it as early as possible (for final year). They discussed about the project report submission date and mock viva date for final year students. After that we decided to conduct study tour before farewell. Planned to conduct field visit for 2 years on June 2022.

Ms. Simitha

Ms. AnnRae

Ms. Anaphe

Ms. Sharon

*[Signature]*  
Sharon

*[Signature]*  
Sharon

James  
30/4/22

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Ummalathoor, Kozhikode,  
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