

AIRLINE AND TRAVEL CAREERS (ARLN)

ARLN A117 **3 Units (54 lecture hours)**

Aviation Management

Grading Mode: Standard Letter

This course is designed for students interested in management and operations in travel. Preparation for demands of schedules, Official Airline Guide, federal agencies, airport operations, airline deregulation, mergers and acquisitions. Study of management practices in the travel industry with innovative insight into the processes behind running successful airline and airport operations. Examine the concepts of Crew Resource Management (CRM), Human Factors and decision-making. The role of crew supervision, training, leadership styles and management oversight will be studied in both single and multi crew aircraft situations. This course may also be offered online.

ARLN A120 **1.5 Units (27 lecture hours)**

Airline Service Excellence

Grading Mode: Standard Letter

Transfer Credit: CSU.

Examines the priority of customer service and satisfaction in the airline industry. Students will investigate how airlines differentiate service to be competitive and will use their findings to develop a personal approach to customer care. This course may also be offered online.

ARLN A137 **3 Units (54 lecture hours)**

Operations, Terminology, & Safety

Grading Mode: Standard Letter

Transfer Credit: CSU

Preparation for stringent demands of airline travel career training and FAA exams to include industry terminology, airline codes, schedules, Official Airline Guide, federal agencies, airport operations, history, airline deregulation, mergers and acquisitions and their effects. This course examines travel safety and security. Topics include safety regulations of the Federal Aviation Administration, the Department of Transportation and airlines themselves. This course may also be offered online.

ARLN A139 **3 Units (54 lecture hours)**

Flight Attendant Qualifications and Opportunities

Prerequisite(s): ARLN A137.

Grading Mode: Standard Letter

Transfer Credit: CSU.

This course provides hands-on training to qualify as a Flight Attendant for both Commercial and Corporate structure. Instruction will follow strict FAA guidelines; indoctrination training, general emergency training, aircraft ground and differences training, including competency checks and testing. Identify flight attendant and in-flight service team qualifications and opportunities for employment including base stations, responsibilities, salary schedule, and benefits. Examine the priority of customer service and satisfaction in the airline industry. Students will study standards to current performance, public opinion, and service principles. They will investigate how airlines differentiate service to be competitive and will use their findings to develop a personal approach to customer care. This course may also be offered online.