

Aviation Customer Relations

Associate in Applied Science Degree

Program **AVI.CUS.AAS**
CIP 490106



The Aviation Customer Relations program provides students with fundamental knowledge of various transportation systems and with the skills to function as flight attendants, ticket agents, travel agents and in other related customer service positions with the travel industry. Courses provide the student with knowledge of both Federal Aviation Administration and Department of Transportation requirements.

PROGRAM OUTCOMES

- Perform customer relations staff functions with air carriers, commuter airlines, travel agencies, and other aviation-related businesses;
- Use interpersonal skills to communicate effectively about services and programs offered to the traveling public;
- Communicate effectively with the international air traveler;
- Perform essential office functions with proficiency, utilizing computer information systems.

Admission to the program requires a high school diploma or its equivalent. The college has direct transfer options with Thomas Edison State College, Embry-Riddle Aeronautical University, Metropolitan State College, and St. Francis College. Cooperative education programs also are available.

Curriculum

Code	Course (lecture/lab hours)	Credits
FIRST SEMESTER		
CSW 100	College Success and Personal Wellness (2/0)†	2
ENG 101	English Composition I (3/0)	3
HOS 123	Introduction to Travel and Tourism (3/0)	3
IST 101	Computer Concepts with Applications (2/2)	3
OST 111	Computer Keyboarding with Word Processing Applications (2/2)	3
— —	World Language elective ¹	3
SECOND SEMESTER		
AVI 102	Aviation Transportation (3/0)	3
ENG 102	English Composition II (3/0)	3
PHY 111	Physical Science Concepts (2/2)	3
SOC 101	Introduction to Sociology (3/0)	3
— —	World Language elective ¹	3
THIRD SEMESTER		
AVI 101	Aerospace Development (3/0)	3
CMN 111	Speech: Human Communication (3/0)	3
GEO 102	Cultural Geography (3/0)	3
PSY 101	Introduction to Psychology (3/0)	3
— —	World Language elective ¹	3
FOURTH SEMESTER		
AVI 111	Flight Concepts (2/0)	2
BUS 209	Business Communications (3/0)	3
HOS 124	Computerized Reservations (3/0) ²	3
HPE 105	First Aid, CPR and AED (2/2)	3
PSY 204	Social Psychology (3/0)	3
MAT —	Mathematics elective ³	3-4
		64-65

NOTE: Electives should be selected in consultation with an academic advisor in order to assure maximum transfer of credits.

¹ It is recommended that all three electives be in the same language. At least two must be.

² BUS 296 (International Business Practice Firm) may be substituted for HOS 124. It is recommended that students interested in careers with travel agencies or airline reservations take BUS 296.

³ Select from approved MAT courses.

† Some exemptions apply. Consult academic advisor for details.