

# 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 |
|------------------------|---|---------|
| <b>FIRST SEMESTER</b>  |   |         |
| 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<br>Word Processing Applications (2/2) | 3       |
| — —                    | World Language elective <sup>1</sup>                            | 3       |
| <b>SECOND SEMESTER</b> |   |         |
| 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 <sup>1</sup>                            | 3       |
| <b>THIRD SEMESTER</b>  |   |         |
| 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 <sup>1</sup>                            | 3       |
| <b>FOURTH SEMESTER</b> |   |         |
| AVI 111                | Flight Concepts (2/0)   | 2       |
| BUS 209                | Business Communications (3/0)                                   | 3       |
| HOS 124                | Computerized Reservations (3/0) <sup>2</sup>                    | 3       |
| HPE 105                | First Aid, CPR and AED (2/2)                                    | 3       |
| PSY 204                | Social Psychology (3/0)   | 3       |
| MAT —                  | Mathematics elective <sup>3</sup>                               | 3-4     |
|                        |   | 64-65   |

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

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

<sup>2</sup> 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.

<sup>3</sup> Select from approved MAT courses.

† Some exemptions apply. Consult academic advisor for details.