



# Travel Agent

## Certificate of Proficiency

Program **TRAV.CERT**  
CIP 520903

The Travel Agent certificate program prepares students to work successfully as professional travel agents. Travel agency operations, international protocol, customer service and cultural diversity are stressed. Practical applications on a live system in a controlled environment constitute the capstone course.

### PROGRAM OUTCOMES

- Assess customer needs and make the best possible travel arrangements;
- Know how to use reference directories of the travel industry;
- Use computer resources to obtain information on airline schedules and fares as well as hotel and car rental availability and rates;
- Understand customs regulations, passports and visas, health permits, and how to interpret currency exchange rates;
- Provide international travelers with the protocol for appropriate dress, language and gestures, and other behavior information;
- Develop vacation packages and business/pleasure trip combinations.

Most of the credits earned in acquiring the Travel Agent Certificate can be applied to the A.A.S. degree in Aviation Customer Relations.

Admission to the program requires a high school diploma or its equivalent.

### Curriculum

Code	Course (lecture/lab hours)	Credits
BUS 103	Business Mathematics (3/0)	3
BUS 202	Customer Orientation (3/0)	3
BUS 296	International Business Practice Firm (1/5) <sup>1</sup>	3
CMN 111	Speech: Human Communication (3/0)	3
ENG 101	English Composition I (3/0)	3
GEO 102	Cultural Geography (3/0)	3
HOS 100	Hospitality Success Skills (1/0)	1
HOS 115	Food and Culture (2/2)	3
HOS 120	Introduction to the Hospitality Industry (3/0)	3
HOS 123	Introduction to Travel and Tourism (3/0)	3
HOS 124	Computerized Reservations (3/0)	3
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<sup>1</sup> Students must enroll in the section with the travel agency business.