

Aviation Customer Relations

Program **A4250**
CIP 490106

Associate in Applied Science Degree

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.

Successful graduates of the program will be able to:

- 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
ENG 101	English Composition I (3/0)	3
HOS 123	Introduction to Travel and Tourism (3/0)	3
HPE 110	Concepts of Health and Fitness (1/2)†	2
IST 101	Computer Concepts with Applications (2/2)	3
OST 111	Basic Keyboarding Applications (2/2)	3
— —	Foreign Language elective ¹	3
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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
— —	Foreign Language elective ¹	3
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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
— —	Foreign Language elective ¹	3
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AVI 111	Flight Concepts (2/0)	2
BUS 209	Business Letter/Report Writing (3/0)	3
HOS 124	Computerized Reservations (3/0) ²	3
HPE 250	First Aid (2/0)	2
PSY 204	Social Psychology (3/0)	3
MAT —	Mathematics elective ³	3-4
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		63-64

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 language electives be in the same foreign language. At least two of the language electives must be in the same foreign language.

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.

†HPE 111 is an acceptable alternative.

