

**COURSE OUTLINE**

**Aviation and Transportation 137**  
Airline Travel Careers

**I. Catalog Statement**

Aviation and Transportation 137 is designed for students pursuing careers in airline travel. The course presents the current industry hiring qualifications and requirements for entry level industry employees.

Total Course Units – 3.0  
Total Lecture Hours – 48

Prerequisite: None

**II. Course Entry Expectations**

Skill Level Ranges: Reading 5; Writing 5; Listening 1; Speaking 5; Mathematics 3.

**III. Course Exit Standards**

Upon successful completion of required coursework, the student will be able to:

1. evaluate the results of their own personal career surveys of intended goals;
2. identify and develop appropriate industry required professional appearance and image goals;
3. demonstrate interactive communication skills required in public service, especially as they pertain to needs of travelers;
4. identify and evaluate currently available service employment in commuter and major airlines;
5. analyze and evaluate their own performance in video-taped individual interviews and pre-employment role plays.

**IV. Course Content**

**Total Faculty Contact Hours: 48**

- |                                |          |
|--------------------------------|----------|
| A. Introduction                | 4 hours  |
| 1. Course requirements         |          |
| 2. Aviation program review     |          |
| B. Skill development           | 20 hours |
| 1. Verbal communication skills |          |
| a. Pre-test                    |          |
| b. Study and review            |          |
| c. Oral interview strategies   |          |
| 2. Performance critique        |          |

- 3. Evaluation
  - a. Post-test
- 4. Job search skills
- C. Travel terminology 20 hours
  - 1. Industry vocabulary
  - 2. Written communication skills
- D. Industry qualifications 4 hours
  - 1. Flight crew
  - 2. Ground service

#### V. **Methods of Instruction**

The following instructional methodologies may be used in the course:

- 1. classroom lecture and demonstration;
- 2. film viewings;
- 3. demonstrations;
- 4. peer learning;
- 5. guest speakers;

#### VI. **Out of Class Assignments**

The following out of class assignments may be used in this course:

- 1. research a current event related to course material and write an essay;
- 2. reading and writing homework assignments.

#### VII. **Methods of Evaluation**

The following methods of evaluation may be used in this course:

- 1. quizzes;
- 2. midterm examinations;
- 3. research projects;
- 4. presentations;
- 5. in-class written assignments;
- 6. in-class essays;
- 7. final examination.

#### **Special Features**

A personal employment prospectus will be developed for each student following individual personal interviews with a currently employed flight attendant. Field trips to area airline sponsored training schools will be conducted.

#### VIII. **Textbooks**

Lencki, Sharon, Flight Attendant Manual, [2<sup>nd</sup> Edition]. Los Angeles, CA: Independent Publishers, 1996.

10<sup>th</sup> Grade Reading Level      ISBN:

**IX. Student Learning Outcomes:**

1. Student will demonstrate good personal skills relating to travelers and future employers.
2. Student will understand how to promote one's self in order to become employed.
3. Student will evaluate the flight attendant industry qualifications, and recognize personal needs for improvement.
4. Student will know common flight and travel terminologies relative to flight attending.