

AIRLINE CUSTOMER SERVICES BASIC CERTIFICATE

PROGRAM CODE: 1C14403

Financial Aid Eligible

The **Airline Customer Services Program** provides students with a career path for attaining the communication skills, practical knowledge, and technical training necessary for pursuing a career as a reservations agent, gate agent, ticket agent, or customer services manager. Students completing this degree will develop a basic understanding of the airline industry and the safety, security, and service requirements necessary to work in customer services for a major airline. To earn this certificate, complete the required courses as listed with a minimum grade of "C." At least 50% of all major course work must be completed at Cypress College. This certificate requires 18 units.

| Code | Title | Units |
|--|------------------------------------|-----------|
| Required Courses are listed in numeric sequence (18 units): | | |
| ATC 101 C | Introduction to Travel Careers | 3 |
| ATC 102 C | Career Communication and Portfolio | 3 |
| ATC 174 C | Destinations- Americas and Europe | 3 |
| or ATC 175 C | Destinations Africa and Pacific | |
| ATC 183 C | Customer Care: Airline/Travel | 3 |
| ATC 192 C | Airline Reservations - SABRE | 3 |
| ATC 270 C | Airline Operations | 3 |
| Total Units | | 18 |

Program Student Learning Outcomes

OUTCOME 1: A student who completes this program will develop a basic understanding of the airline industry and the safety, security, and service requirements necessary for employment in customer services for a major airline.

https://www.curricunet.com/Cypress/reports/program_report.cfm?programs_id=1680