

# BASIC AIRLINE CUSTOMER SERVICES CERTIFICATE

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**PROGRAM CODE:** 1C14403

The **Basic 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 grade of C or better. At least 50% of all major course work must be completed at Cypress College.

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

[http://www.curricunet.com/Cypress/reports/program\\_report.cfm?  
programs\\_id=860](http://www.curricunet.com/Cypress/reports/program_report.cfm?programs_id=860)