

Master Syllabus

AVT 1102 - Orientation to Inflight Services

Division: Science, Mathematics and Engineering

Department: Aviation Technology

Credit Hour Total: 2.0

Lecture Hrs: 2.0

Date Revised: February 2014

Course Description:

Provides students with the knowledge of the duties and responsibilities of flight attendants, inflight service procedures, safety briefing announcements, customer service skills, airline terminology, airline schedules, airport identifiers and airline flight attendant interview techniques.

General Education Outcomes:

- ▣ Oral Communication
- ▣ Critical Thinking/Problem Solving
- ▣ Values/Citizenship/Community

Course Outcomes:

Customer Service

Comprehend and demonstrate customer service skills while relating the importance of the customer to job security. Demonstrate the various ways to handle passenger conflict.

Assessment Method: Behavioral observations

Performance Criteria: Mastery of competency at 100%

Assessment Method: Oral examination

Performance Criteria: Mastery of competency at 100%

Assessment Method: Performance appraisals

Performance Criteria: Mastery of competency at 100%

Assessment Method: Simulations

Performance Criteria: Mastery of competency at 100%

Inflight Service Procedures

Identify inflight service procedures as they pertain to departure and arrival, taxi, takeoff and landing and enroute flight.

Assessment Method: Behavioral observations

Performance Criteria: Mastery of competency at 100%

Assessment Method: Locally developed exams

Performance Criteria: 60% or higher correct responses on exams

Safety Briefing Announcement

Comprehend and effectively communicate the safety briefing announcement while appropriately illustrating the proper use of the seat belts, oxygen masks and emergency exits.

Assessment Method: Behavioral observations

Performance Criteria: Mastery of competency at 100%

Assessment Method: Oral examination

Performance Criteria: Mastery of competency at 100%

Assessment Method: Performance appraisals

Performance Criteria: Mastery of competency at 100%

Assessment Method: Simulations

Performance Criteria: Mastery of competency at 100%

Outline:

Duties and responsibilities of flight attendants
Safety briefing announcements
Airline terminology
Airline schedules
Airport identifiers
Interview techniques
Inflight service procedures