

ARLN A139: FLIGHT ATTENDANT QUALIFICATIONS AND OPPORTUNITIES

Item	Value
Curriculum Committee Approval Date	03/08/2023
Top Code	302040 - Flight Attendant
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S)

Course Description

This course provides hands-on training to qualify as a Flight Attendant for both Commercial and Corporate structure. Instruction will follow strict FAA guidelines; indoctrination training, general emergency training, aircraft ground and differences training, including competency checks and testing. Identify flight attendant and in-flight service team qualifications and opportunities for employment including base stations, responsibilities, salary schedule, and benefits. Examine the priority of customer service and satisfaction in the airline industry. Students will study standards to current performance, public opinion, and service principles. They will investigate how airlines differentiate service to be competitive and will use their findings to develop a personal approach to customer care. PREREQUISITE: ARLN A137. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Demonstrate proficiency in application and communication of Federal Regulations pertaining to Corporate and "On Demand" aircraft operations.
2. Demonstrate proficiency in the operation of in-flight emergency and medical equipment.
3. Demonstrate a professional personal service style through body language, oral communication skills and visual poise.
4. Formulate a hiring plan based upon company philosophy, qualifications, salaries, and benefits of both commercial and corporate employment.

Course Objectives

- 1. Distinguish differences between commercial aviation safety requirements and the specific needs of corporate travel.
- 2. Demonstrate a working knowledge of FAR's (Federal Aviation Regulations) as they pertain to corporate and charter aviation.
- 3. Demonstrate a working knowledge of safety requirement and awareness specific to commercial and corporate/charter aviation.
- 4. Recognize potential in-flight emergencies specific to civil aviation.
- 5. List, locate, and identify emergency equipment necessary to maintain in-flight safety.

- 6. Proficiency in operating all emergency equipment required on board aircraft.
- 7. Proficiency in the operation of all commercial and corporate aviation aircraft entry/exit doors in both normal and emergency modes.
- 8. Practice and implement water related emergencies ? Ditching.
- 9. Recognize and evaluate all potential emergency environment onboard aircraft.
- 10. Demonstrate application of professional communication skills.
- 11. Examine and identify all major and smaller United States airlines, as well as selected international airlines
- 12. Analyze the various airlines philosophies, route structures, aircraft flown, and bases in order to make an informed decision as to the viability of employment within each airline
- 13. Compare and contrast the qualifications, salaries and benefits of the various airlines
- 14. Identify principles that constitute quality service both in-flight and on the ground.
- 15. Identify in-flight and ground equipment available to achieve the goal of quality service
- 16. Analyze different styles of service
- 17. Recognize and implement appropriate etiquette practices
- 18. Identify cultural differences that may affect service outcome
- 19. Practice problem solving techniques with difficult or unusual customer situations
- 20. Project a positive and professional attitude to obtain employment in the travel industry
- 21. Display a positive self-image that projects confidence to themselves, as well as to other people
- 22. Apply the principles of good grooming, skin and hair care for personal maintenance and appearance
- 23. Project confidence through body language, oral communication skills and visual poise

Lecture Content

Substantial knowledge of the flight attendant position Specifics of the position within each airline The following areas will be covered: Overview of the in-flight service team Flight Attendant Management Hiring Qualifications: Minimum and maximum ages Weight and height Vision Education Languages Commercial and corporate airline opportunities Benefits, including travel, retirement, leaves of absence, insurance Airline regulations Scheduling Opportunities for advancement and/or transfer Differences in Corporate Aviation/Federal Aviation Administration Requirements Rules and regulations Safety and emergency procedures. Business skills related to exclusive corporate travel. Hands-on emergency equipment training. Aircraft types and galley familiarization. Identify cultural difference and etiquette relating to providing service to the public. Identify equipment and its proper use for food and beverage service. Study of companies with excellent service reputations Role of the service person In-flight and ground equipment Airline equipment - in-flight and ground Special promotion - in-flight and ground In-flight meals service and amenities In-flight and ground food and beverages service Development of a personal service style Differences in Corporate Aviation/Federal Aviation Administration requirements, rules and regulations for safety and emergency procedures. Business skills related to exclusive corporate travel. Hands-on emergency equipment training. Aircraft types and galley familiarization. Etiquette practices Problem solv

ing abilities when dealing with difficult and unusual situations Analyze cultural differences affecting service: Attitude development and the influences of positive and negative attitudes Self image and public image presentation Development of self-appraisal skills Body language and visual poise

Method(s) of Instruction

- Lecture (02)
- DE Online Lecture (02X)

Instructional Techniques

Lecture, handouts, group participation, video demonstration and discussion, student projects, role playing representing various in-flight situations encompassing normal and emergency operations and environments, and skill simulations.

Reading Assignments

Weekly reading Research topics via internet and/or library resources. Approximately 2 hours of out-of-class reading per week.

Writing Assignments

Quizzes and examinations. Weekly problem solving exercises will include written comprehensive responses. Cognitive responses to classroom lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critique techniques. Federal Aviation Rules and Regulations require Hands-on proficiency testing. Writing assignments outside of class will total approximately 2 hours per week.

Out-of-class Assignments

Initial writing assignments will include a short essay to assess personal service style. Access and develop professional development based on industry knowledge, including and all courses taken at OCC or other public or private institution relating to the travel industry. Interactive computer demonstration of Power Point presentation skills. Examinations consisting of fill-in, multiple choice and short essay. Worksheets completed from information in the text, computer software, lectures and video presentations. Outside assignments will total approximately 3 hours per week.

Demonstration of Critical Thinking

Initial writing assignment will include a short essay to assess general industry knowledge specific to corporate aviation. Research will include rules and regulations specific to corporate/charter aviation. Interactive demonstration of equipment and skills proficiency, examination of equipment types and needs, FAR s and aircraft types.

Required Writing, Problem Solving, Skills Demonstration

Quizzes and examinations. Weekly problem solving exercises will include written comprehensive responses. Cognitive responses to classroom lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critique techniques. Federal Aviation Rules and Regulations require Hands-on proficiency testing.

Eligible Disciplines

Flight attendant training: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

Other Resources

1. Students must have routine access to reliable computer, Internet and mobile communication device with adequate Internet and SMS/video/camera capabilities.