

SYLLABUS

TTM 106 AIRLINE OPERATIONS (3)

Duration: 1 Semester/45 hours

Credits: 4

Lecturer:

Email:

Course Prerequisites: None

Course Description:

This course provides a crucial basis for students wishing to pursue careers in the Airline Industry. It introduces concepts and components of the Airline, Travel and Tourism Industry and provides an overview of the operations of the Airline and in furtherance, exposes the students to essential skills and knowledge required to function effectively in key positions; Flight Attendants and Customer Agents.

Course Objectives:

The primary objective of the course is to provide the skill and knowledge basis required to prepare students for jobs in the industry. The Student will:

- Understand what motivates people to travel.
- Know the history, current scale and scope of the airline industry.
- Understand the specifics of airline business.
- Gain knowledge about the multiple operational and business functions of airlines.
- Describe the duties and responsibilities of key airline personnel.
- Become aware of the cabin crew profession, its origins and current practice.
- Describe the aircraft types and cabin crew functions.
- Learn how to manage passenger interactions in a variety of circumstances.
- Know about different types of emergency and safety procedures.
- Learn the operations of the Ticket office, reservations, check-in, traffic, operations, baggage service and information desks.
- Learn the operations of cargo reservations and receiving.
- Learn the Public relations and sales support personnel functions.
- Become proficient in geography
- Gain knowledge on the various reservations systems used by airlines
- Learn about the methods of issuing tickets to customers.

Textbook:

Airline Manual , Colbourne College

TTM 106 COURSE OUTLINE

WEEK ONE	<ul style="list-style-type: none"> • What motivates people to travel • History of the Airline Industry • The Airline Industry Today
WEEK TWO	<ul style="list-style-type: none"> • Airline Organisational Structure and Personnel • Airline Business Model • Airline Safety and Security
WEEK THREE	<ul style="list-style-type: none"> • Airport Functions • Air Navigation Service Providers (ANSPs) Functions • Airline Fleet • Airline Manufacturers and Vendors • Government and Industry Agencies
WEEK FOUR	<ul style="list-style-type: none"> • Airline Codes • Airline Abbreviations • International Phonetic Alphabet • Understanding the 24 hours Clock
WEEK FIVE	<ul style="list-style-type: none"> • International Cities • International Airports • Map Reading
WEEK SIX	<ul style="list-style-type: none"> • Airline Terminologies
WEEK SEVEN	<ul style="list-style-type: none"> • Airline Terminologies
WEEK EIGHT MIDTERM EXAMINATION	
WEEK NINE	<ul style="list-style-type: none"> • Customer Care Procedures
WEEK TEN	<ul style="list-style-type: none"> • Check-in Procedures and Simulations
WEEK ELEVEN	<ul style="list-style-type: none"> • Ticketing Procedures
WEEK TWELVE: GROUP PRESENTATION Customer Service Procedures: Managing Passenger Interactions	
WEEK THIRTEEN	<ul style="list-style-type: none"> • Crew Member Coordination and Communication • In Flight Service • In-flight Communication and Briefs
WEEK FOURTEEN	<ul style="list-style-type: none"> • Aviation Security • Introduction to Dangerous Goods and Hazardous Materials • Safety and Emergency Procedures AND Equipment
WEEK FIFTEEN FINAL EXAMINATIONS	

This course includes a Field Trip overseas that exposes the students to airports and pre and post boarding procedures. The students will also assess the Tourism Product of the selected destination and provide a detailed report on how the airline and tourism product interact.