

San Bernardino Valley College  
COURSE OUTLINE FOR AIRTVL 197  
Internship Seminar/Work Experience

I. CATALOG DESCRIPTION:

Department: Aeronautics  
AIRTVL 197: Internship Seminar/Work Experience  
Class Hours: Semester has 16 hours of lecture and 120 hours of non-paid work or 150 hours of paid work.  
Units: 3

**Catalog Description:** A lecture-based foundation for student's work experience in the field. Supervised training in the form of on-the-job employment that will enhance the students' educational goals. Focus on communication, social skills, and application of information about airline and travel industries.

**Schedule Description:** Supervised training in the form of on-the-job employment that will enhance the students' educational goals. Focus on communication, social skills, and application of information about airline and travel industries.

**Prerequisite:** AIRTVL 104 and AIRTVL 110 or equivalent skills verified through occupational experience in a travel agency, other training institution, military, or airlines.

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One

III. EXPECTED OUTCOMES FOR STUDENTS:

Upon completion of this course, students will be able to:

- A. Present effectively oneself and knowledge of the clients, products, and services that are being represented.
- B. Express excellent communication skills to include both speech and body language.
- C. Demonstrate self-confidence and the ability to deal with all types of people in various situations.
- D. Apply basic principles of management to include recruiting, training, and supervision.
- E. Apply knowledge of good customer relations.
- F. Demonstrate knowledge of the corporate environment as it relates to specific businesses.
- G. Illustrate skills needed to supervise groups of volunteers in the industry and the community.
- H. Apply principles of appearance standards, grooming and uniform requirements in a businesslike and professional manner to meet standards required by this course and industry demands.

IV. CONTENT:

- A. Titles, Job Descriptions, and Responsibilities For:
  1. Manager
  2. Event Coordinator/scheduler
  3. Bookkeeper/controller
  4. Supervisor
  5. Team Leaders

- B. Uniform, Appearance, and Personal Grooming Standards
- C. Emergency Training and Self-defense
- D. Basic Customer Service Skills
- E. Utilization of Forms
- F. Food Handling and Service:
  - 1. Sanitation
  - 2. Safety Tips
  - 3. Table Setting
- G. Banquet and Special Events Hosting
- H. Crowd Control and Handling Problems
- I. High School Recruiting
- J. Personal Etiquette
- K. Advanced Customer Service Skills

V. METHODS OF INSTRUCTION:

Methods of instruction will vary from instructor to instructor but may include:

- A. Lecture and application of concepts for customer relations, assertion training, business etiquette, grooming and personal presentation
- B. Training and practical application of skills in the airline and public relations industry, business and the corporate world
- C. Field trips to airport (interior and exterior), air traffic control tower, crash fire rescue station, and airline operations

VI. TYPICAL ASSIGNMENTS:

Typical assignments will vary from instructor to instructor but may include:

- A. Oral and written report on basic principles of management to include recruiting, training, and supervision
- B. Demonstrate self-confidence and the ability to deal with all types of people in various situations through roll playing
- C. Read assigned chapters from the textbook and answer all review questions that follow the chapter

Typical Questions:

- 1. Describe three ways to close a sale.
- 2. Describe good customer relations.
- D. A term paper on a topic that the student will choose with approval from the instructor.

VII. EVALUATION:

- A. Methods of evaluation will vary from instructor to instructor but may include:
  - 1. Self-assessment questionnaires regarding customer service skills will be evaluated.
  - 2. Students will prepare an essay evaluating their own skills and their knowledge of required skills and create a plan for merging assets to meet industry demands.
  - 3. Performance and appearance evaluations will be conducted by the student management team on student peer members.
  - 4. Students will submit Monthly Time Reports of the hours they have completed that month. Students will be signed by their supervisor.

5. Students will complete necessary requirements for irregularities of operation to include tardiness, no-show, poor performance.
  6. Staff will submit the following forms and reports to student management: Scheduling Worksheet, Mid-Semester Report, Student Questionnaire, Student Status Report and Semester End Report.
  7. Management team will complete Supervisor/Team Leader Checklist, Supervisor Time Record and forms specific to the varied management positions.
  8. Worksheets and planning for specific events
  9. Final examination includes formal critique and appraisal of planning, coordination, performance and practice of learned skills at a required major event with all students working together.  
Typical Questions:
    - a. Describe corporate environment as it relates to specific businesses.
    - b. Describe products and services that are being represented.
  10. Student Performance Objectives to be determined by the student of what the student plans to achieve on-the-job throughout the semester. These objectives will be measured and evaluated by the student's supervisor at the end of the semester.
- B. Frequency of evaluation will vary from instructor to instructor but may include:
1. Two student/instructor consultations
  2. Two visits to the workplace by the instructor to meet with the employer
  3. Monthly Time Reports
  4. Three Student Performance Objectives
  5. One term paper
  6. One final examination

VIII. TYPICAL TEXT:

Patricia J. Gagnon & Bruno Ociepka, Travel Career Development, Sixth Edition, Institute of Certified Travel Agents, Wellesley, MA, 1998

IX. OTHER SUPPLIES REQUIRED OF STUDENTS:

None

## Content Review Form PREREQUISITE COURSE

**Target Course:**           AIRTVL 197:    Internship Seminar/Work Experience

**Prerequisite Course:**   AIRTVL 104:   Terminology, Codes, and Operations

**Instructions:**

1. List exit competencies (skills) from Prerequisite Course. These skills are listed in the “Student Outcomes” section of the Course Outline (“upon completion of the course, the student should be able to...”)
2. Indicate which of the listed exit competencies (skills) are necessary entry skills needed for success in the target course. Mark with an “X” each needed skill.
3. Indicate the degree of importance of each needed entry skill for course success, using the following rating scale:  
                           1=Critical                                   2=Very Helpful                                   3=Desirable

### Skills Analysis

Exit Skills in Prerequisite Course	Entry Skills Needed for Success in Target Course (Mark with an X if needed.)	Degree of Importance (Rate 1 – 3)
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1. Examine the airline travel industry in relation to the operation of the current industry	X	1
2. Examine the history of airlines		
3. Evaluate the effects of deregulation on today’s airline industry and the travel industry in general	X X	1 1
4. Define and relate terminology used in the airline travel industry	X	1
5. Identify the various federal agencies that represent the airline and travel industries	X	1
6. Identify various aircraft used by commercial aviation		1
7. Explain the use and interpret the Official Airline Guide	X	
8. Identify cities and/or airports by their three letter codes	X	1
9. Identify airlines by their two letter codes	X X	1 1
		1

## Content Review Form PREREQUISITE COURSE

**Target Course:**           AIRTVL 197:    Internship Seminar/Work Experience

**Prerequisite Course:**   AIRTVL 110:   Travel Reservation System I

**Instructions:**

1. List exit competencies (skills) from Prerequisite Course. These skills are listed in the “Student Outcomes” section of the Course Outline (“upon completion of the course, the student should be able to...”)
2. Indicate which of the listed exit competencies (skills) are necessary entry skills needed for success in the target course. Mark with an “X” each needed skill.
3. Indicate the degree of importance of each needed entry skill for course success, using the following rating scale:  
                           1=Critical                           2=Very Helpful                           3=Desirable

### Skills Analysis

Exit Skills in Prerequisite Course	Entry Skills Needed for Success in Target Course (Mark with an X if needed.)	Degree of Importance (Rate 1 – 3)
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1. Utilize computer functions basic to all airline computer systems in the travel industry		
2. Identify the various airline computer systems		
3. Compare and contrast the various airline computer systems	X	
4. Access airline reservations and ticketing systems	X	1
5. Achieve a level of competence with actual hands-on experience using the SABRE system	X	1
6. Apply computer knowledge in real-life situations	X	1
	X	1
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