

Course Description**AVM2431 | Customer Service Agent | 3.00 credits**

This course covers the generic skills needed for any airline position involving regular contact with the traveling public. It includes human relations, personal appearance enhancement, etiquette, conflict management, speech skills, and the acquisition of attributes that would promote a proper professional image.

Course Competencies:

Competency 1: The student will demonstrate knowledge and understanding of aviation customer service by:

1. Discussing aviation customer service and its effect on the longevity of a career in the industry
2. Summarizing the effect and influence of society's negative input on their behavior as well as that of their customers
3. Recalling strategies used to filter or stop negative input to foster positive human relations
4. Identifying the benefits of a healthy lifestyle and its effects on human relations
5. Pointing out the importance of personal appearance and etiquette in customer service
6. Demonstrating the recognition of pending conflict and listing the skills needed to resolve it

Competency 2: The student will analyze and interpret aviation customer service from a variety of perspectives, including:

1. Understanding the customer.
2. Describing the employee (the student)
3. Managing the company management
4. Evaluating the airline (company)
5. Learning and applying to the Federal Aviation Administration

Competency 3: The student will produce reasoned, critical responses to common concerns with aviation customer service by:

1. Solving problems assigned by the instructor related to aviation customer service. The solution(s) given by the student will count towards the final grade of the course
2. Generating, developing, organizing, and presenting ideas related to aviation customer service effectively
3. Shaping communication to purpose, audience, and occasion
4. Analyzing and discussing various technological advances and their impact on aviation customer service
5. Participating in customer service exercises and demonstrating the ability to remain professional and resolve conflict while following company and FAA procedures

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Create strategies that can be used to fulfill personal, civic, and social responsibilities