

TRAV 2130 - TRAVEL AND TOURISM (2 credits)

Airline Operations and Security Procedures

Operations and security procedures for domestic and international airlines; airport policies for handling passengers and their baggage; and procedures for transporting pets and other live animals, denied boarding compensation and other service areas.

Upon successful completion of the course the student should be able to do the following:

1. Identify passengers requiring special service requests.
2. Demonstrate ability to place special meal requests and assign special seat assignments.
3. Explain the requirements for transport of live animals domestically and internationally, including issues of quarantine.
4. Identify airline codes and compare the different types of aircraft.
5. Recognize the different types of tickets.
6. Demonstrate ability to arrange assistance for connecting passengers.
7. Describe passengers not acceptable for transport.
8. Demonstrate ability to make arrangements for infants and unaccompanied minors.
9. Explain passenger boarding and safety procedures.
10. Demonstrate boarding and departure procedures.
11. Identify a passenger name list.
12. Describe the necessary documents required for international travel.
13. Review denied boarding and other compensation rules.
14. Describe baggage restrictions and requirements.
15. Describe customs procedures.
16. Describe passengers' destination entry requirements and other restrictions.
17. Explain passenger identification requirements prior to travel.
18. Explain check-in luggage restrictions.
19. Explain carry-on luggage restrictions.
20. Explain airport pre-boarding security questions.
21. Identify security adherence restrictions for airline and airport personnel.
22. Describe destination entry requirements for passengers' pets.

Topical Outline:

1. Airline terminology.
2. The service concept.
3. Baggage requirements and irregularities.
4. Basic ticket counter check-in.
5. Security regulations for airport security personnel.
6. Security regulations for airline personnel.
7. Special categories.
8. Seat assignment and gate activity.
9. Procedures for working a flight.
10. Passengers requiring special assistance and those not acceptable for transportation.
11. Stand-by and employee travel procedures.
12. Preparation for flight departure.
13. Compensations procedures for U.S. and International Denied Boarding Compensation.
14. Flight deck seating requirements.
15. Departure reports and close-out procedures.
16. Irregular operations, weather delays and cancellations.
17. Destination entry requirements for passengers.
18. Destination entry requirements for passengers' pets.