



INTERNATIONAL  
AIR AND HOSPITALITY  
ACADEMY

Our Graduates are Eager to be Your  
*Safe, Motivated, and  
Skilled Employees*



**Let Us Connect You**

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# Turn-Key Ready Employees for Your Employment Needs.

Since 1979, International Air and Hospitality Academy (IAHA) has been providing skilled, safe, and motivated employees to airlines, resorts, cruise lines, travel agencies, and other aviation and travel related organizations across the country.

Through a combination of lecture, hands-on learning activities, and application in the field, our students are prepared for skilled positions such as:

- o Flight Attendant
- o Travel Agent
- o Ticket Agent
- o Reservations Agent
- o Gate Agent
- o Guest Service Agent

## What sets our graduates apart?

✓ Advanced industry knowledge- graduates have successfully completed five-months of training

✓ Serious candidates who know industry standards and best practices

✓ Well trained in safety procedures

✓ Professionalism

✓ Drug-Free (tested on campus)

✓ Strong Work Ethic

## How We Can Help.

IAHA Career Services Team is ready to help with your staffing needs. There are several ways we can help you hire skilled and eager candidates for your operation:

- **Site Visits** - Let us organize a trip to our school where you can meet and interview our students and share information about your operation.
- **Interview Scheduling** - We can arrange interviews with students via Skype, Zoom, face-to-face, panels, and by phone.
- **Job Posting** - We have an extensive network of current students, recent graduates, and alumni with a wide-range of experience who regularly check our job board. We can quickly post your positions on this board as well.
- **Resume Forwarding** - Tell us the criteria for your open positions and we will send you applications from highly-qualified and interested students. Application packages include resumes, grades, and attendance.

# Our graduates have the skills, knowledge, and professionalism you want...

**Throughout our five-month program, students are trained in a variety of ground and flight positions and have the technical skills to:**

- Monitor all safety conditions and emergency equipment of aircraft while on the ground and in flight. Graduates have a thorough knowledge of all emergency procedures and the use of all emergency equipment on board the aircraft.
- Comply with all Federal Aviation Administration Regulations and Requirements
- Provide excellent customer service to passengers by performing or assisting with safety, passenger service, and cabin preparation duties
- Assist passengers with services including, stowing luggage in overhead compartments, providing emergency medical aid, and supporting disabled passengers
- Effectively communicate in-service announcements, safety demonstrations, emergency instructions, and write detailed reports

## ...And the soft skills and attitude your team needs.

- No visible tattoos or piercings
- Punctual, dependable, and eager to report for duty as required
- Thrive in fast-paced, stressful environments
- Understand the importance of presenting a professional image, both in conduct and in appearance, and have successfully adhered to the school uniform dress code
- Willing to work days, nights, holidays, and weekends, along with extended hours away from home and on-call
- Ready to relocate to assigned domicile

# Who Hires Our Graduates?

Graduates of our accredited training program are excelling in their careers at airlines, hotels, travel agencies, and other travel industry companies such as these:



# What Our Students Learn, At-a-Glance

Graduates will be qualified to work in a variety of positions including Travel Agent, Ticket Agent, Flight Attendant, and Guest Service Agents for other travel venues such as cruise lines, resorts and car rental agencies.

Our students learn the latest industry best practices that improve knowledge and safety within the travel and tourism industry. IAHA is accredited by the Accrediting Commission of Career Schools and Colleges based on our demonstrated instructional expertise as well as our institution's overall ability to provide quality training.

## Flight Attendant Services

Flight Attendants are a critical part of the air transportation industry and are responsible for passenger safety while ensuring passengers have the most comfortable trip possible. In this section of the training, students will learn about the procedures and functions of being a Flight Attendant, including:

- Major Flight Attendant duties and responsibilities
- Industry terminology used by Flight Attendants and other on-board personnel
- Flight Attendant announcements used aboard aircraft as well as different types of FAA and public-address announcements
- Operation of on-board flight attendant emergency equipment
- Flight Attendant wages and bidding along with reports and Federal Aviation Administration guidelines

## Travel Planning

To optimize career path options for graduates, the airline/travel specialist training program includes instruction in areas such as:

- Domestic and foreign leisure itineraries that involve air, sea and land transportation, lodging, meals, guided tours and a variety of other activities
- Familiarization with a range of travel guides and resources
- Intricacies of effective itinerary planning

## Geography and Destinations

IAHA believes a well-developed understanding of destination geography is critical to the work of travel professionals. Our students are able to match the right destination, climate, and accommodations to the needs of the client. Over the length of the entire program, students' international and domestic geography knowledge will be tested utilizing an online training system to ensure proficiency.

## Customer Service Skills

The airline industry is among the most highly competitive industries in the world. Most airlines offer the same flight schedules, modern aircraft, food, and amenities. The greatest edge an airline may have over the competition is its quality of customer service. In this module, students will learn to:

- Identify and learn the differences between outstanding and poor customer service
- Resolve problems and handle difficult customers with self-confidence and professionalism
- Develop the ability to handle the various situations you may encounter on the job

Students also have the opportunity to gain practical experience through a series of scripted situations requiring them to utilize professional customer service.

## Reservations, Fare Construction, and Ticketing

The reservations system is the heart of most airline and travel activities. In this section, they will learn to:

- Use the Apollo Focal Point Computer Reservations System
- Display and interpret flight schedules and create, modify and retrieve reservations
- Request services such as special meals and wheelchairs
- Create and transfer passenger profile information
- Understand and interpret domestic and international tariff displays
- Quote fares and rules for domestic and international itineraries, interpret flight information, and reserve hotel accommodations
- Calculate prices for domestic itineraries and discounted fares as well as how and when to apply penalties

This module also includes an introduction to the principles of international airfare construction and required passenger documentation forms and procedures.



By attending IAHA, students have shown a strong commitment to excelling in the airline and travel industry.

# About International Air and Hospitality Academy

## **Providing High-Quality Career Training Since 1979**

For more than 40 years, International Air and Hospitality Academy, has been providing the technical training that has launched thousands of careers in the aviation, travel, hospitality, culinary, wind turbine and railroad industries.

## **Our Mission**

Our mission is to provide the technical training, coaching, mentoring, and encouragement that prepares our students to be safe and successful in their chosen careers.

## **Accredited Instruction**

International Air and Hospitality Academy is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). ACCSC is recognized by the U.S. Department of Education as a national accrediting agency.

## **Our Teaching Philosophy**

- Students will receive a comprehensive education that includes the fundamental knowledge and skills needed to be successful in the airline industry
- Instructors will provide instruction that motivates students to advance within their chosen industry. The skills taught to our students focus on efficiency, effectiveness, and safety
- Optimal learning includes both theory and practice and involves significant hands-on opportunities

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