



# Hospitality & Tourism Management

*Winter Quarter 2026*

## HOST 216: Taking Flight: Airline and Airport Operations

Instructor:	Se Eun Lee (selee@highline.edu)
Office:	Building 29, Room 368
Student Hours:	By appointment (email to make an appointment)
Class Schedule:	Online Asynchronous
Text required:	HOST courses do not rely on textbooks. All materials for this course will be provided to you electronically on Canvas
Highline College:	2400 South 240 <sup>th</sup> Street Des Moines, WA 98198 P: (206) 878-3710

### COURSE DESCRIPTION

*This course is tailored to provide students with an operational understanding of the aviation industry, covering both airline and airport operations. The curriculum explores customer service specific to aviation, security protocols, federal regulations, and operational strategies critical to managing airline operations or an airport effectively. The course delves into supply chain management, examining key performance indicators such as load factors. Furthermore, the course unpacks operational elements such as hub and spoke systems and fuel hedging. With Highline College's proximity to SeaTac Airport, a major international hub, students have an opportunity to apply theoretical knowledge in a practical environment.*

### LEARNING OUTCOMES

Being aware of the course learning outcomes is paramount to success in all your coursework. The learning outcomes guide the material each of your courses covers and the way the material is covered. Please make yourself aware of the elements of this course and all other pertinent courses. The course learning outcomes for all HOST classes can be viewed at this web address: <http://catalog.highline.edu/>

The Student Learning Outcomes for this course are as follows:

- Analyze the structure of airport and airline management including customer service and security measures.
- Interpret federal aviation regulations to real-world airport and airline operational scenarios.
- Evaluate key performance indicators and their impact on aviation efficiency and profitability.
- Explain supply chain logistics in aviation operations.
- Assess the economic development and resource funding aspects critical to airport operations.
- Examine SeaTac Airport to gain practical insights.

### PARTICIPATION

Hopefully participation is fun in our course together this quarter! Participation does not mean only one thing. You are a unique individual and your approach to participation can be as unique as you are.

Participation is technically graded. You can lose or gain up to 10% of your final grade in the course. If you are going to lose more than 3% of your final grade due to a lack of participation, then a meeting will



be requested beforehand. You will not lose more than 3 points without being notified in advance and being given a chance to meet with your instructor(s). No student will lose more than 10% of their final grade due to a lack of participation. It is also possible to gain a maximum of 10% toward your final grade based on participation.

Losing points occurs primarily through cheating such as plagiarism, not attending class when enrolled on campus, treating members of our class poorly, or submitting multiple assignments after the due date. So long as you put forth a positive effort, we will have fun and your participation will likely be seen in a positive light.

## ASSIGNMENT PROTOCOLS

All final exams take place face-to-face in courses that are scheduled face-to-face. Hybrid and online courses have final exams that take place online. The time and location of your final exam will be dictated by the College. Instructors cannot move final exam locations or times. You are responsible for knowing the time and location of your final exam. This can be located on Highline.edu.

You are eligible for an *Incomplete* if you complete the course except for the Final Exam and the instructor agrees to an Incomplete. Incompletes can be made up later in agreement with the instructor. You will not be given an Incomplete if you choose to depart campus early. For example, flight dates are not a reasonable excuse for missing a final exam.

### Assignment Grading

#### Grading Structure

Item	No.	%/ea.	Total
Quizzes	7(9)	10	70
Airline Discovery Paper	1	25	25
Participation		5	5
<b>TOTAL</b>			<b>100</b>

*All submission and quiz assignments will be submitted on Canvas. The instructor will not micro-manage your submissions. Do not expect to be notified of your failure to keep up in the course unless you fall behind drastically.*

### Assignment Explanations

**Quizzes:** Students are responsible for studying weekly topics and completing the corresponding quizzes in Canvas. Course materials are posted in Canvas. There are nine quizzes. You are required to complete a minimum of seven quizzes. You can complete more than seven quizzes. Only your seven highest quiz scores count toward your final grade in the course. Information regarding quiz topics as well as due dates can be found on the Study Planner in Canvas.

**Airline Discovery Paper:** The purpose of this assignment is to make you an “expert” in terms of your knowledge about a specific airline using the knowledge gained in this class. Also, this paper helps you gain more knowledge about a particular airline you may be interested in pursuing as a career. You will conduct research and collect data about your chosen airline. See Canvas for detailed instructions.