



AIRPORT UNIVERSITY

Winter Quarter January - March 2026



GLOBAL EXCELLENCE CUSTOMER SERVICE (HOST 282)

This interactive class teaches practical skills for providing excellent customer service at SEA Airport. Learn how to:

- Identify key elements of successful customer communication
- Listen to customers, including verbal and non-verbal communication
- Handle and resolve conflict with customers
- Assess your customer service personality style
- You will also complete **SEA Airport Five-Star Customer Service Training!**



Mondays

January 26 - February 2, 9 and 23

10:00am - 2:00pm

**Location: In-person at
SEA Airport**



**EARN: 2 college credits from
Highline College toward
Hospitality and Tourism
Management certificates**

ELIGIBILITY:

*SEA Airport workers - priority registration

*Taxi & Rideshare drivers serving SEA Airport

*Community members looking for jobs at SEA Airport (will be put on a waitlist and registered if space is available)

REGISTER:

Complete [Airport University Class Registration form](#)

Registration closes:

January 21
or class is full

- Use QR Code or www.portjobs.org
- Or visit the Airport Jobs office

Hours: Monday to Friday 10:00 am - 4:00 pm

Directions to office: <https://portjobs.org/contact/>



New Airport U students may enroll in one class. Returning Airport U students may enroll in maximum 2 classes.
We reserve the right to limit the number of courses taken in a quarter based on past class participation.

QUESTIONS: Email airportuniversity@portjobs.org - text 971-319-3356 - call 206-258-8980 www.portjobs.org

