



FREE!
Earn college credits toward certificates at Highline College

AIRPORT UNIVERSITY

Spring Class Schedule April - June 2026



CUSTOMER SERVICE OPERATIONS (HOST 164)

Providing excellent customer service is essential for working at the airport. This interactive class will build your customer service skills so you can make a positive impression on customers. Practice customer service scenarios and effective communication strategies. Learn how to handle customer service breakdowns and more!



Tuesdays

March 31 - June 9

2:00 - 4:30 pm

Earn: 5 college credits from Highline College toward Hospitality and Tourism Management certificates



INTRODUCTION TO COMPUTERS (BSTEC 105)

This hands-on class is for students who are new to computers. Learn about computer hardware and software programs. Practice how to store documents, manage files, organize your information, and customize your computer. Learn how to find documents on your computer after saving them and attach to emails.



Wednesdays

April 1 - June 10

12:30 - 1:30 pm

Earn: 3 college credits from Highline College toward an Introduction to Business Technology Certificate



MANAGEMENT AND LEADERSHIP (BUSN 270)

Build management and leadership skills! Learn about management responsibilities including planning, organizing, staffing, and leading. Topics include: Problem solving, decision making, human behavior and motivation, leadership styles, and team building. Hear from leaders in aviation and logistics who will bring real-world examples into class.



Thursdays

April 2 - June 11

2:30 - 5:00 pm

Earn: 5 college credits from Highline College toward an Air Cargo Logistics Certificate

LOCATION: Classes meet in-person at SEA Airport

ELIGIBILITY: *SEA Airport workers *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)

TO REGISTER: Come to the Airport Jobs office (SEA Airport, near Skybridge 2, Room 4625BR)

Registration

closes: March 27

Monday 10:00 am - 4:00 pm; **Tuesday to Friday** 9:00 am - 4:00 pm

Directions: <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 206-238-6977 - call 206-258-8980 www.portjobs.org

