



# CONLIN-HALLISSEY TRAVEL SCHOOL, INC.

For People Who Are



**GOING Places**



A Travel Career Development Center  
Licensed by the State of Michigan

In the 1950s, when I founded Conlin Travel, the travel industry as we know it today was just taking off. Computerized reservation systems were still years away. Tickets were processed by hand. Travel itself was slower and often more cumbersome.

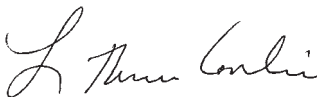
Then as now, highly qualified travel agents were the crucial value-added factor for every travel agency. But for many years, it seemed that well-trained travel professionals were in short supply. In 1983, prompted by that shortage of talent, Joseph Hallissey Jr. and I founded the Conlin-Hallissey Travel School.

Today, the Conlin-Hallissey Travel School continues to open doors to the fast-paced, challenging world of the travel industry. Our students are a diverse group, representing a wide range of ages and interests. What they have in common is their desire for a rewarding career in an exciting field.

If you're interested in becoming a highly qualified travel professional, Conlin-Hallissey can get you off to a superb start. I encourage you to read this brochure and talk with some of our instructors.

I hope we'll be seeing you soon in our classroom!

Sincerely,



L. Thomas Conlin  
Founder

### **MISSION STATEMENT**

Our mission is to provide our students with the highest and most consistent standard of education within the travel industry.

Our goal is to train individuals for entry level positions in the travel industry.

### ***Dynamic Growth, Diverse Opportunities***

The American travel industry is a vital part of our economy. Travel-and-tourism represents the biggest single industry in the U.S., and one that's getting bigger every day.

Within this huge industry, there are many career options available to you. Most Conlin-Hallissey graduates start their careers in a retail travel agency. Currently, there are over 22,000 such agencies in the U.S., ranging in size from one-person businesses to organizations with hundreds of employees.

As a Conlin-Hallissey graduate, you can also choose from a wide range of specialties. For example, some agencies focus on vacation travel or corporate travel. There are also agencies that provide services for group and incentive travel.

Other employment opportunities within the travel industry include working for airlines, hotels, car rental companies, tour companies, cruise lines, or as a home-based, independent contractor.

### ***The Advantages***

A career in the travel industry offers numerous benefits, which may include free or reduced rates on travel, hotel and resort accommodations, cruises, car rentals, and other related services.

Within a travel agency setting, there may also be opportunities for qualified individuals to take part in familiarization trips to destinations around the world. These trips are offered by a variety of travel suppliers for educational purposes, in order to make you more knowledgeable about specific cities and regions.

### ***Is a Career in Travel Right for You?***

When you choose a first or second career in the travel industry, you're giving yourself an opportunity for personal growth and individual success. As you'll soon discover, it's a true helping profession within a dynamic, fast-paced service industry.

A career in the travel industry isn't for everyone. But it can be ideal for people who possess a service-oriented attitude, strong self esteem, a high level of maturity, good communication skills and flexibility.

If these qualities sound familiar, then you're exactly the kind of person Conlin-Hallissey—and many travel employers—are looking for. With your qualities and our training, you can begin a great career in an exciting and challenging industry.

### ***The Road to a Successful Travel Career Starts Here***

The Conlin-Hallissey Travel School takes its name from its founders, L. Thomas Conlin and Joseph Hallissey, Jr., both highly respected entrepreneurs in the travel field. Since 1983, the school has offered state-of-the-industry training for individuals of all ages who wish to pursue a rewarding career in travel and tourism.

Since first opening its doors, the school has trained more than 1,500 travel professionals. Over eighty percent of our graduates have gone on to rewarding entry-level positions with travel agencies, airline companies, tour operators, cruise lines, corporate travel departments, hotels, Amtrak, car rental agencies, and city convention and visitors bureaus. In almost every case, the placement process has been remarkably short and virtually effortless—a tribute to the qualifications of our graduates and the ever expanding needs of the industry.

*“Without a Travel Agent,  
You’re on Your Own.”*

*- ASTA, American Society of Travel Agents*

### ***Held in High Regard by the Travel Industry***

The Conlin-Hallissey Travel School is considered by many travel professionals to be one of the best travel education programs available anywhere. Here are some of the factors that have contributed to our sterling reputation:

#### ***Outstanding Teachers***

The Conlin-Hallissey School is fully licensed by the State of Michigan, and all of our instructors are hand-picked on the basis of their practical experience and advanced degrees. Our primary instructors have all attained the Certified Travel Counselor (CTC) designation, recognized in the industry as the highest professional achievement level. These professionals are continually updating our curriculum to keep pace with the rapid changes occurring in the industry.

### ***Extensive Computer Training***

Because nearly all travel agencies now use automated reservation systems, Conlin-Hallissey takes a computer-intensive approach to instruction. Rather than relying on traditional classroom techniques, we use an actual travel agency operation. Each student is trained at a PC-based workstation with on-line access to one of the major airline computer reservation systems. Unlike many other travel schools, which might use a simulated computer system, Conlin-Hallissey employs a live, on-line system to enhance the learning process. Computers are also equipped with high-speed Internet access. Once trained on our system, agents can make an easy transition to other automated systems.

### ***Limited Class Size***

At the Conlin-Hallissey Travel School, we believe that a small student-to-instructor ratio assures the best, most effective training. We deliberately keep our class sizes small to enhance an already superior learning environment.

### ***An Emphasis on Placement***

As our graduates will attest, we go out of our way to help them succeed. Once formal training has been completed, the emphasis shifts to career planning. Our placement coordinator maintains contact with travel employers and works closely with students to help them identify and capture job opportunities.

*“The Travel and Tourism Industry is a vital part of the U.S. economy, accounting for some 1.4 trillion in economic activity and more than 7.8 million jobs across the nation. Additionally, travel and tourism is the second or third largest employer in 30 states.”*

*- ATRIP, The Association of  
Travel-Related Industry Professionals*

*Our program of study has been designed to provide the skills needed for today's travel professionals. The program includes 176 hours of comprehensive study and 20 hours of internship.*

### **Orientation to the Travel Industry** 3 Hours

This unit provides an introduction to the school, the course and the travel industry. Topics include: student responsibilities, history of travel industry, travel agent job description, agent responsibilities and ethics, travel industry organizations and governing bodies, and travel on the Internet.

### **Geography** 30 Hours

An in depth study of domestic and international geography as it relates to travel. Major travel destinations and airports will be reviewed. An understanding of direction, distances and time will be developed. Topics include: city and airport codes, geography by region, international geography by area and time zones.

### **Domestic Air** 20 Hours

In this unit, students learn how to determine logical itineraries. Reservation procedures are covered and basic airline rules regarding passenger travel are reviewed. Topics include: determining schedules and routings, air travel terminology, Industry Agents Handbook and Airlines Reporting Corporation.

### **Hotels & Surface Transportation** 8 Hours

Procedures for selecting and making hotel and car rental reservations are covered in this unit. Practical application is gained through the use of various hotel reference materials. Travel by rail is also reviewed.

### **Customer Service** 25 Hours

The focus in this unit is on building customer satisfaction. Emphasis is placed on the sales process and improving communication skills. Topics include: effective listening, telephone techniques, overcoming objections, and dealing with a dissatisfied customer. Students will perform a 20-hour internship as part of this section. The internship will be coordinated with the administrator and student and usually occurs sometime during the last few weeks of the course.

### **Fare Construction and Ticketing** 20 Hours

This unit deals with interpretation and application of the tariff, both with fares and the rules. Determining the lowest logical airfare is stressed. Topics include:

tariff definitions, interpreting fare rules, regular vs. discount fares, transportation taxes, types of ticket stock, and ticketless transactions.

### **International Travel** 12 Hours

In this unit, students learn international scheduling, routing and ticketing, international documentation, customs, major international destinations, passports, visas and other international reference materials are all discussed.

### **Cruises and Tours** 15 Hours

This unit focuses on selecting, selling and booking cruises and tours. The student gains an understanding of cruise terminology, deck plans, documentation and various types of tours. Topics include: major cruise lines and cruise areas, cruise activities and shore excursions, tour operators, tour analysis, meeting planning, groups and tour escort process.

### **Professional Development** 3 Hours

This unit helps students develop professional confidence and gain a better understanding of their potential within the travel industry. Effective interviewing techniques are addressed. Topics include: building a résumé, obtaining and preparing for an interview and overall professionalism.

### **Computer Reservation System Training** 60 Hrs

All aspects of using the computer reservation system are covered in this unit. Students work directly on a computer system throughout the entire course. Topics include: building passenger records, pricing and ticketing, queue management, advanced seat selection/boarding passes, special functions, car and hotel reservations and issuing documents.

## NEW TRAINING OPTION

*Conlin-Hallissey now offers ON-LINE TRAINING*

*For more information please visit*

[www.education-web.net/conlin/index.html](http://www.education-web.net/conlin/index.html)

*Nearly 8 million people are employed as a direct result of travel and tourism spending, and 1 in 7 is employed directly or indirectly.*

*- American Hotel & Lodging Association*

## SCHOOL POLICIES

### Entrance Requirements

Requirements for admission to Conlin-Hallissey Travel School include:

- Copy of GED or high school or college transcripts
- Personal interview
- Proficiency in basic typing skills
- Effective communication skills in the English language

### Admission Form and Personal Interview

To be considered for admission, students must submit a completed Admissions Form. A representative from the school will then contact the applicant to arrange for a personal interview. This interview also offers prospective students an opportunity to learn more about the school. Because enrollment is limited, the personal interview should be requested as far in advance as possible. Applicants will receive notification of acceptance, and those who are accepted into the program will be required to sign a copy of the Enrollment Agreement Form and pay an enrollment fee prior to the beginning of classes. Students may enroll through the first day of class on a space-available basis.

### Enrollment Dates

Applications are accepted at any time. However, since maximum class size will not be exceeded, we suggest that students submit their applications as early as possible.

### Progress Evaluation and Grading System

Student evaluation is based on homework assignments, classroom work, quizzes, exams, and attendance.

Grades are based on the following scale:

A-Excellent	94-100
B-Good	88-93
C-Fair	75-87
E-Failure	Below 75

Students must maintain a C average in order to successfully complete the course. If at any time during the course the student's average falls below a C, he or she will be placed on probation at the discretion of the director. If satisfactory improvement is not made, the student may be terminated with no possibility of readmittance.

### Attendance

Students are expected to attend all classes as scheduled and to be on time for the start of each class. Attendance and tardiness records will be available to potential employers for review. Any student who must be absent is asked to notify the school office in advance. The students will also be expected to obtain make-up work. Missed quizzes, in-class assignments and exams may be made up at the convenience of the staff. Four class absences or eight tardies incurred by any student, whether excused or unexcused, will lead to probation for the remainder of the program. Any additional absence or tardiness thereafter will result in automatic dismissal.

### Conduct

Students are expected to be a credit to themselves and to the school. All school rules, as indicated in this catalog, must be followed. No alcohol or drugs will be allowed. School administrators reserve the right to dismiss students for violation of school rules or for conduct which reflects unfavorably on the reputation or operation of the school.

### Class Schedule

Day and evening sessions are available. Please refer to the enclosed school calendar.

### Legal Holidays

School will be closed Christmas Day, New Year's Day Memorial Day, Independence Day, Labor Day and Thanksgiving Day. An extended Christmas holiday is included for both day and evening sessions.

### Leave of Absence

A student may withdraw from one session and begin another session within a period of six months on a space-available basis.

### Graduation Requirements

Each student is required to complete the entire Travel Career Development Program with a grade point average of C or better in order to be eligible for graduation. Students will receive a Certificate of Completion upon successful completion of the program. No credit will be given for prior educational or work experience.

### Transcripts

Following graduation, copies of student transcripts may be obtained by sending a written request to the school, indicating the student's name, address, phone, social security number and date of graduation.

### Placement After Graduation

Assisting graduates with career placement is a top priority. The Travel Career Development Program provides assistance with résumés, interviewing skills and job search techniques. We also maintain contact with many other travel employers. Although employment cannot be guaranteed, placement assistance will be given to any graduate who satisfied all academic and financial obligations to the school.

### Dress Code

Conlin-Hallissey Travel School has an on-the-job atmosphere. Students are asked to dress in a professional manner.

### Changes in Curriculum, Tuition and Fees

The school reserves the right to revise the curriculum, with prior state approval, in order to stay abreast of changes in the travel industry. The school also reserves the right to make adjustments to its tuition and fees. Once the enrollment fee has been paid for a specific class, the student is protected from any future tuition increases. In addition, Conlin-Hallissey Travel School reserves the right to cancel a class session prior to the scheduled starting date if fewer than four students are enrolled. All moneys paid will be refunded in full or may be applied to a future class.

## Refund Policy

### General Terms

All tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrollment. An applicant fee of not more than \$25.00 may be retained by the school if the applicant is denied. All tuition and fees paid by the applicant shall be refunded if requested within three business days after signing a contract with the school.

### Five-Day Cancellation

If a request is received within five days after the enrollment agreement has been signed, all tuition payments made will be returned.

### First Week Cancellation

For students terminating the program during the first week of classes, tuition charges made by the school will not exceed \$250, plus \$150 for textbooks.

### Cancellation After the First Week

For students terminating the program after one week but before the program has been 25% completed, tuition charges made by the school will not exceed 25% of the contract price of the course, plus \$150 for textbooks.

### Cancellation After 25% Completion

For students terminating the program after completing more than 25% but less than 50% of the program, tuition charges made by the school will not exceed 50% of the contract price of the course, plus \$150 for textbooks.

### Cancellation After 50% Completion

No refunds will be granted to students who terminate the program after completing 50% or more of the course work.

### Special Cases

In the event of a prolonged illness or accident, death in the family, other circumstances that make it difficult or impossible for a student to complete the course, the school will make a refund settlement which is reasonable and fair to both parties.

*"The world is a book and those who do not travel read only one page."*

*- St. Augustine*

### Medical Disability and Armed Forces Induction

Any student presenting medical evidence that he/she is unable to participate in the program due to medical problems will receive a full refund of all moneys paid prior to the beginning of classes, less the application fee. The same policy applies for any student inducted into the armed forces.

### Pro-Rated Refund Policy for Veterans Only

Students who are veterans of the U.S. Armed Forces and who withdraw or fail to enter the course will be refunded the unused portion of their fees on a pro-rated basis using the following formula:

$$\frac{\text{\#of hours of instruction remaining}}{\text{\#of instruction hours in the course}} \times \text{Fees Charged}$$

Example: 56 hours remaining  
196 total hours required for course  
\$2,450 tuition fee charged for the course

$$(56/196) \times \$2,450 = .28 \times \$2,450 = \$686.00 \text{ refund to student}$$

All refunds will be made within 30 days.

*Spending by resident and international travelers in the U.S. averaged \$1.4 billion a day, \$60 million an hour, \$1 million a minute, and \$17 thousand a second.*

*-AH&LA*

## FEES, LOANS AND PAYMENT SCHEDULES

### Schedule of Fees

Including application fee, text books and computer training, the total cost for the 196-hour Travel Career Development Program is \$2,490.00. This fee applies to both day and evening sessions. Personal supplies (i.e. notebook paper, pencils, pens) are to be supplied by the student.

### Payment Schedule

Students are expected to make tuition payments as follows:

- \$ 40.00 Application Fee (NON REFUNDABLE)
- \$ 1450.00 Due 1 week prior to first class session
- \$ 500.00 Due 4th week of class
- \$ 500.00 Due 8th week of class

### MEAP Scholarship Funds

Conlin-Hallisey Travel School is an approved school to accept MEAP Scholarship Awards towards tuition.

**President:** Christopher U. Conlin  
**Director:** Sharon Derrig, CTC  
**Instructors:** Eva Drafta, CTC  
Sara Popp

**Conlin-Hallissey Travel School, Inc.  
ASTA**

**American Society of Travel Agents  
Licensed by the State of Michigan**  
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Ann Arbor, Michigan 48104  
(734) 677-1562

**Web: [www.travelstudent.com](http://www.travelstudent.com)  
Email: [travelschool@conlintravel.com](mailto:travelschool@conlintravel.com)**

Owned by Conlin Travel, Inc.



**Travel  
Services**

Representative

**CONVENIENT LOCATION**

Conlin-Hallissey Travel School is located in the Washtenaw Avenue branch office of Conlin Travel in Ann Arbor, Michigan at the southeast corner of Washtenaw Avenue and Huron Parkway, in the Arlington Square complex. The office is located near several major expressways and ample parking is available.