

Abstract

The bachelor thesis deals with communication with Deaf, Hard of hearing and Deafened passengers in air transportation, specifically in Czech Airlines and other foreign airlines of SkyTeam alliance. The theoretical part describes communication, communicative situations and communication of people with hearing disabilities. The aim of practical part was – through a questionnaire survey among cabin crew and interviews with Deaf, Hard of hearing and Deafened passengers – to describe the current situation in this area.

Keywords: Deaf person, Hard of hearing person, Deafened person, sign language, hearing aids, communication, tourism, aviation safety, cabin crew, airport.