

**客户服务在航空业的重要性。**  
*The importance of effective customer service in the aviation industry.*



B5-B7, Block B, Jalan TKS 1, Taman Kajang Sentral, 43000 Kajang, Selangor DE, Malaysia.

☎ **014-310 0195 / 014-339 7866 / 016-429 7793 / 019-814 7796 / 019-584 3199 / 019-757 1709 / 011-5768 2872 / 011-5768 2875 / 03-8737 2770**

☎ 03-8733 9770 ✉ enrolment@neivce.edu.my 📱 neivce 🌐 www.neivce.edu.my

# 航空客舱服务 与酒店营运技能

**Airline Customer Service & Hotel Operation Skills (AIRCS)**

- » 80% 实践训练  
80% Practical Skills
- » 20% 理论  
20% Theory
- » 18个月课程  
18 Months Learning
- » 16岁以上即可报读, 无需入学资格  
Entry Requirement: 16 Years Old & Above
- » 教学媒介语以中文为主, 英文为辅  
Medium of Instruction: Chinese & Simple English

Accredited and Registered with:

Academic Partners:

Industry Partners:

# 18个月课程 Months Course

## 学生将学习 / Students will learn and be able to:

### 空服员培训 Diploma in Airline Customer Service :

- » 航空业的概述。  
The overview of the aviation industry.
- » 客户服务在航空业的重要性。  
The importance of effective customer service in the aviation industry.
- » 空服员在执行工作中的角色。  
Cabin crew roles in normal operation.
- » 飞机上的语言沟通技巧及通讯。  
English Speaking Skills /Communication on board the aircraft.
- » 航空业的安全重要性。  
The importance of safety and security in the aviation industry.
- » 安全示范技能。  
Safety Demonstration.
- » 技能理解，以提供有关航线，机场和航班信息，时差和货币的准确信息。  
The skill to provide accurate and relevant information about airline routes, airport and flight information, time zone and currency.
- » 航空地面操作。  
Aviation ground operation.
- » 乘客处理。  
Passenger handling.
- » 仪容和仪表。  
Grooming & Department.
- » 面试技巧。  
Prepare for interview.
- » 餐饮服务的程序。  
Meal service procedure.

### 酒店运营服务课程 Diploma in Hotel Operation Service :

- » 店业在酒店和旅游业的增长与发展中的重要性。  
The importance of hotel industry in the growth and development of hospitality and tourism .
- » 酒店运营和组织概述。  
Overview of hotel operation and organization.
- » 酒店行业的前台运作。  
The operation of the front office in the hotel industry.
- » 工作场所的安全保障。  
Basic work place safety and security.
- » 食品和饮料部门的重要性。  
Importance of the food and beverage department.
- » 了解餐饮部门提供的服务。  
The services provided by Food and Beverage department.
- » 正确的礼节和创新思维能力。  
Correct etiquette and creative thinking skill.
- » 与客人和同事进行良好沟通的重要性。  
The Importance of good communication with guests and co-workers.
- » 语言交流的重要性。  
Importance of positive verbal and non-verbal communication.
- » 人力资源部的职能和角色。  
Functions and roles of the human resource department.
- » 提供优质客户服务所需的关键技能。  
The key skills required to provide good customer service.
- » 市场营销策略。  
Marketing strategies.
- » 计划销售点。  
Planning point of sales.
- » 全面质量管理的哲学与基础。  
Philosophy and fundamentals of TQM.

## 课程内容 / Course Outline

### YEAR 1 第一学年

#### 第一学期 / Semester 1

- 空服员培训课程 Diploma in Airline Customer Service
  - 航空业的方针  
Orientation of Airline Industry
  - 航空业的客户服务  
Customer Service in Aviation Industry
  - 空服员的工作性质与责任  
Cabin Crew Responsibilities and Cooperation

#### 酒店运营服务课程 Diploma in Hotel Operation Services

- 酒店行业的介绍  
Introduction to Hotel Industry
- 前台管理  
Front Office Management/ Cocierge

#### 第二学期 / Semester 2

- 空服员培训课程 Diploma in Airline Customer Service
  - 航空紧急情况和异常情况的处理  
The Challenge of Aviation Emergency and Abnormal Situations
  - 销售技巧  
Selling Skill
  - 航空业的安全措施  
Security in the Aviation Industry

#### 酒店运营服务课程 Diploma in Hotel Operation Services

- 工作场所的安全保障  
Safety and Security at Work Place
- 酒店餐饮业  
Food and Beverage Operation
- 酒店人事部的沟通与和谐  
Personality and Communication Development in Hotel

#### 第三学期 / Semester 3

- 空服员培训课程 Diploma in Airline Customer Service
  - 航空地理和术语  
Aviation Geography and Terminology
  - 地勤知识  
Airport Ground Handling
  - 制服标准  
Uniform standard and Care

#### 酒店运营服务课程 Diploma in Hotel Operation Services

- 酒店人力资源规划与发展  
Hotel Human Resources Planning and Development
- 酒店客户服务技巧及语言  
Effective Customer/ Guest Service Skill in Hotel

### YEAR 2 第二学年

#### 第四学期 / Semester 4

- 空服员培训课程 Diploma in Airline Customer Service
  - 空服员化妆技巧及修饰  
Personal Grooming
  - 就业技能和招聘过程  
Employability Skills and Recruitment process
  - 基本餐饮培训  
Basic Food and Beverage

#### 酒店运营服务课程 Diploma in Hotel Operation Services

- 销售与营销  
Sales and Marketing
- 酒店全面质量管理  
Total Quality Management in Hotel

\* 课程也包括课外活动如机场参观，邮轮参观及户外活动。  
(Our training also provide outdoor activities such as cruise and airport visit as well as outdoor team building.)

\* Please note that the modules listed are indicative and may be subject to change.

## OFQUAL认证

OFQUAL 为英国政府资历及考试规局，受英国议会监察。

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## OFQUAL Recognition

The Office of Qualifications and Examinations Regulation (OFQUAL) regulates qualifications, examinations and assessments in England.

All learning materials are designed and written by expertise in the field and professional academic authors so that each interactive module is aligned against specific learning criteria specified by OFQUAL, the defining UK Government body for Academic Standards in UK Higher Education. These standards ensure those that learn with us receive a high quality education along with certification that is recognised universally by Universities and employers.



## 评估标准 / ASSESSMENT

100% 英语教学. 课程理论占(60%)，实践占(40%)年中考试占(10%)，功课(10%)，实践考试占(50%)，年终考试(30%)。

100% English base training as most of the job interview will be conduct in English. The program offers both theory (60%) and Practical (40%). Mid-term exam (10%), classwork (10%), practical exam (50%) , Final exam (30%).



## 考取资格 / QUALIFICATIONS

双文凭课程 Double Diploma Program :

Diploma in Airline Customer Service

Diploma in Hotel Operation Service



## 就业前景 / CAREER PATHWAYS

空服员， 邮轮， 地勤人员及酒店客户服务。

Cabin Crew, Cruise , Airport Staff and Hotel customer service position.