



Course Category	English			
Course Title	Pre-Service Vocational Training - English for Retail Services 2			
Course Code	E048			
Medium of Instruction	Cantonese and English			
Duration	12.0 hour(s)			
Pre-requisites	Current Form 4 to Form 6 students. A copy of valid student ID issued by DSEJ should be uploaded to our online application system for verification.			
	Course Code	Sub Code	Course Start Date	Course End Date
	E048	1301	2013/04/13	2013/05/18
Outline	Introducing a product (2) Answering a customer's query Selling a product Handling returned goods or request for refund Discounts / promotions / sales			