



<b>Course Category</b>	English			
<b>Course Title</b>	Pre-Service Vocational Training - English for Hotel Front Desk 2			
<b>Course Code</b>	E050			
<b>Medium of Instruction</b>	Cantonese and English			
<b>Duration</b>	12.0 hour(s)			
<b>Pre-requisites</b>	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
	E050	1203	2012/11/20	2012/12/06
<b>Outline</b>	<ul style="list-style-type: none"><li>• Handling customer enquiries</li><li>• Handling mail &amp; messages</li><li>• Handling safe deposit</li><li>• Check-out</li><li>• Handling requests and complaints</li></ul>			