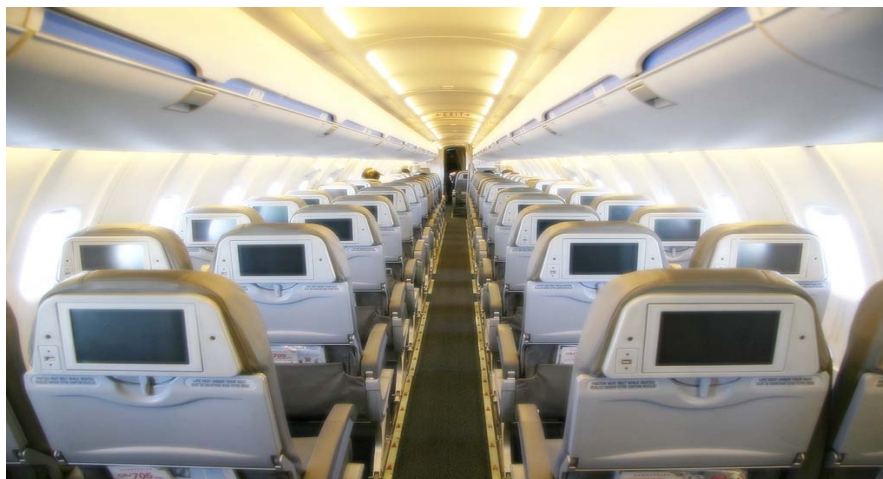


In Flight Service Service English

(機内サービス向け英会話)



Course objective:

To develop English communication skills for airline cabin safety and service

(コースの目的: 機内における英会話でのサービス)

Program Length

8 90-minute lessons with pair and group activities based on real-world scenarios.

(期間: 全 8 回/90 分 実際に起こりうるシチュエーションでのグループ・ペアアクティビティ)

Lesson focus

Program is designed around your airline's procedures and service standards. We can arrange a comprehensive analysis in cooperation with your training staff.

(レッスンのポイント: 実際の航空会社の手続きやサービスに基づいてプランニング可能です)

Course Contents

Language and scenarios covering all aspects of in flight customer service:

- ✦ *boarding and seating*
- ✦ *in flight safety instructions*
- ✦ *passenger service*
- ✦ *handling VIPs*
- ✦ *dealing with complaints*
- ✦ *landing and disembarkation*



(コース内容: 機内におけるあらゆるシチュエーションでの接客サービス)

Assessment

Post-course evaluation based on attendance, participation and performance

(評価: コース修了後に、出席、レッスンへの参加姿勢、成績に基づいて評価)