



澳門科技大學
MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

持續教育學院
School of Continuing Studies

本課程已納入
教育局
持續進修發展計劃

Servicing in Hospitality “款待之道”

Course Introduction 課程簡介

This 2 days course is design to help bring the awareness of how service can impact an operation. Service excellence is today's basic needs in all businesses. If you are in a position that have customer contact and would like to learn new techniques to exceed customers' expectations, this course will help you to be more prepared and gain confidence in handling customers.

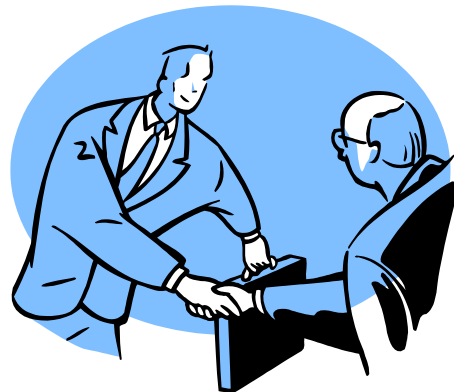
Learning Objectives 教學目標

At the end of the workshop, participants will be able to:

- Effectively handle customer complaint
- Exercise empowerment benefit
- Gain confidence in managing difficult customers
- Understand the meaning of Spirit to Serve
- Able to train subordinates on improving customer service

Course Outline 課程大綱

- Rules of engagement
- Aggressive Hospitality
- What is Empowerment
- How to handle a Tough customer
- Who is in charge
- You are the Gate Keeper
- Happy ending



Target Audience 對象

Entry level Managers, Supervisors, Anyone interested in self-development.

經理、主管、任何有興趣提升個人發展的人士。

Instructor 導師簡介

The extensive background of the instructor is in the hospitality industry. He was previously employed with Marriott International for over 25 years where he earned multiple domestic and international leadership awards throughout his career; he served as: General Manager, Director of Operations, Director of Food & Beverage, Director of Sales & Catering, and as Restaurant Manager. He has worked in Barbados, West Indies; Toronto & Calgary, Canada; Riyadh, Saudi Arabia; Athens, Greece; Amsterdam, Netherlands and throughout major cities and resort destinations within the United States. In the area of culinary education, the instructor has been the Vice President and Managing Director of Le Cordon Bleu North America, a Culinary Division of Career Education Corporation. He was also the President of Le Cordon Bleu College of Culinary Arts in Atlanta and President in San Francisco. The instructor has accrued multiple leadership awards through his career with Le Cordon Bleu.

Medium of Instruction 授課語言

English and Supplemented with Cantonese depending on the needs, requirements and preference of the participants.
 Course material will be in English unless specifically requested for customized in-house training.
 英文輔以中文教學；視乎學員或課程的需要。而教材將採用英文教學；內部培訓要求除外。

Venue 上課地點 Alameda Dr. Carlos D Assumpção 335-341, Hotline Centre, 10/F, Macau
 澳門新口岸宋玉生廣場 335-341 號獲多利中心 10 樓

Course date & time 上課日期

Class B. 2015 年 10 月 17、18 日	Sat, Sun 10:00 – 16:00	Course code: 1504260213	Total hours: 10
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Tuition Fee 課程費用 MOP 1,250

Class Size 收生名額 25 people

If tuition fee is to be paid by cheque, please make payable to SCHOOL OF CONTINUING STUDIES MACAU UNIV. OF SCIENCE AND TECHNOLOGY. 若以支票或本票繳費，抬頭請寫上：澳門科技大學持續教育學院。

All fees are non-refundable and non-transferable. (The school has full right to withdraw any course anytime).

Therefore, student is advised to consider carefully about the course time and personal situations before application.

所有費用一經繳交，恕不退還或轉讓（本院取消開辦該課程除外）。因此，報讀者於報名前，請考慮清楚上課時間及視乎個人具體情況而決定報讀與否。



Enquiries 查詢 Tel: 8796 1807 / 8796 1999 Email: scs@must.edu.mo

Website: <http://www.must.edu.mo/scs-tw/course/diploma-certificate-programs/>

The School of Continuing Studies develops life-long learning opportunities. Should you wish to receive information on our programs / courses, please send us an email (to scs@must.edu.mo) stating your email address in your email and “Join the mailing list” in the Subject line.

持續教育學院致力開拓終身學習機會，如欲收到本學院之課程資料，可發電郵至 scs@must.edu.mo，並提供閣下之電郵地址，標題主旨為“加入通知群組”。

We also offer in-house training for corporations/Government Departments/schools, tailor-made with respect to your choices of topics, time, place, and group of attendees. Please contact us for more information.

我們亦為機構/政府部門/學校等提供內部培訓，按各機構不同之要求(主題/時間/地點/對象)而訂定培訓內容。請與我們聯絡。