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List of eligible courses of the Development Fund for the Travel Industry (Training Activities) offered by the Hospitality Discipline of the Vocational Training Council

職業訓練局酒店及旅遊學科

旅遊行業發展基金 (培訓活動)《可獲資助培訓活動名單》

Intensive Course for Quality Customer Service in Travel Agency 旅行社優質服務

(Code: HT4200053)

Date **日期**	15 May 2021 (Sat) 2021 年 5 月 15 日 (星期六)
Time **時間**	2:00 p.m. – 6:00 p.m. 下午 2 時 至 6 時
Venue **地點**	Hong Kong Institute of Vocational Education (Haking Wong) 香港專業教育學院 (黃克競)
Tuition Fee **課程費用**	HK$600 per person 每位港幣 $ 600
Medium of Instruction **授課語言**	Cantonese 廣東話
Certification **證書**	Upon completion of the programme, each participant will receive a certificate of attendance issued by the Hospitality Discipline of the Vocational Training Council 課程修畢者將獲發由職業訓練局轄下酒店及旅遊學科頒發出席證書一張
Programme Content **內容**	- Importance of Quality Customer Service for Travel Agency 優質服務對旅行社的重要性 - Anticipating Customer Expectations 預料旅行社客人的期望 - Concept of Inclusive Tourism 共融旅遊概念 - Accessible Travel Services 無障礙旅遊服務 - Handling Difficult Customers in Travel Agency 處理旅行社的挑剔顧客 - Techniques to Increase Customer Satisfaction in Travel Agency 提高旅行社客人滿意度的技巧
Application Deadline **截止報名日期**	30 Apr 2021 (Fri) 2021 年 4 月 30 日 (星期五)
Enrolment & Enquiries 報名及查詢	Hospitality Discipline 酒店及旅遊學科 (Ms. Wu 胡小姐) Tel 電話： 2957 5715 / 2957 5714 Email 電郵: iveht@vtc.edu.hk Website 網址: https://hospitality.vtc.edu.hk/en/in-service-training/development-fund-for-the-travel-industry/

Note:

1. Each travel agent/accredited tour escort/accredited tourist guide will be subsidised with a maximum of **70% of the fee** of a training activity if its application is successful. 申請成功的旅行社 / 持證領隊 / 持證導遊，所參加的培訓活動費用可獲得 **70% 的資助**。 For details of subsidy scheme, please refer to TIC website 有關資助計劃詳情，請瀏覽 TIC 網頁 http://www.tichk.org/public/website/b5/industry_subsidy_scheme/development_fund/training_activities/html
2. The training hours of this course is eligible for **Part C: Self-selected courses** of Continuing Professional Development (CPD) for tourist guides. 本課程的上課時數可計算於導遊持續專業進修(CPD) **C 部份：自選進修課程**內。

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職業訓練局酒店及旅遊學科
旅遊行業發展基金 (培訓活動)《可獲資助培訓活動名單》

Intensive Course for Selling Travel Products 旅遊產品銷售

(Code: HT4200052)

Date **日期**	17 Apr 2021 (Sat) 2021 年 4 月 17 日 (星期六)
Time **時間**	2:00 p.m. – 6:00 p.m. 下午 2 時 至 6 時
Venue **地點**	Hong Kong Institute of Vocational Education (Haking Wong) 香港專業教育學院 (黃克競)
Tuition Fee **課程費用**	HK$600 per person 每位港幣 $ 600
Medium of Instruction **授課語言**	Cantonese 廣東話
Certification **證書**	Upon completion of the programme, each participant will receive a certificate of attendance issued by the Hospitality Discipline of the Vocational Training Council 課程修畢者將獲發由職業訓練局轄下酒店及旅遊學科頒發出席證書一張
Programme Content **內容**	- Get to Know Your Target Customers in Travel Agency 鎖定你旅行社的目標顧客 - Cross-selling and Up-selling of Travel Products 旅遊產品的交叉銷售和向上銷售 - Golden Rules of Cross-selling and Up-selling of Travel Products 旅遊產品的交叉銷售和向上銷售的金科玉律 - Media of Selling Travel Products 旅遊產品的交叉銷售途徑 - Tactics of Selling 旅遊產品的銷售技巧
Application Deadline **截止報名日期**	1 Apr 2021 (Thu) 2021 年 4 月 1 日 (星期四)
Enrolment & Enquiries 報名及查詢	Hospitality Discipline 酒店及旅遊學科 (Ms. Wu 胡小姐) Tel 電話： 2957 5715 / 2957 5714 Email 電郵: iveht@vtc.edu.hk Website 網址: https://hospitality.vtc.edu.hk/en/in-service-training/development-fund-for-the-travel-industry/

Note:

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2. The training hours of this course is eligible for **Part C: Self-selected courses** of Continuing Professional Development (CPD) for tourist guides. 本課程的上課時數可計算於導遊持續專業進修(CPD) **C 部份：自選進修課程**內。

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職業訓練局酒店及旅遊學科

旅遊行業發展基金 (培訓活動)《可獲資助培訓活動名單》

Intensive Course for Study Tours 遊學團業務必讀

(Code: HT4200056)

Date **日期**	To be confirmed 待定
Time **時間**	2:00 p.m. – 6:00 p.m. 下午 2 時 至 6 時
Venue **地點**	Hong Kong Institute of Vocational Education (Haking Wong) 香港專業教育學院 (黃克競)
Tuition Fee **課程費用**	HK$600 per person 每位港幣 $ 600
Medium of Instruction **授課語言**	Cantonese 廣東話
Certification **證書**	Upon completion of the programme, each participant will receive a certificate of attendance issued by the Hospitality Discipline of the Vocational Training Council 課程修畢者將獲發由職業訓練局轄下酒店及旅遊學科頒發出席證書一張
Programme Content **內容**	- Planning and Preparation for the Study Tours 遊學團的事前準備工作 - Understanding of the Participants' and Schools' Expectations 了解學生及學校參加遊學團的期望 - Tendering Procedures and Points to Note 投標遊學團的一般程序及注意事項 - Essential Skills in Tour Escorting for Study Tours 遊學團的帶團技巧及有關知識 - Case Studies on Study Tours 遊學團的個案分享
Application Deadline **截止報名日期**	To be confirmed 待定
Enrolment & Enquiries **報名及查詢**	Hospitality Discipline 酒店及旅遊學科 (Ms. Wu 胡小姐) Tel 電話： 2957 5715 / 2957 5714 Email 電郵: iveht@vtc.edu.hk Website 網址: https://hospitality.vtc.edu.hk/en/in-service-training/development-fund-for-the-travel-industry/

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