



**Communication Skills
Across Cultures**

**Instructors are Active
Flight Attendants**

JAL's World-Class Service

HKGCC Members Exclusive 10% Discount on Hospitality, Service Manner Workshop

Japan Airlines introduces Hospitality, Service Manner Workshop in Hong Kong that supports the development of your employees with the expertise that we have built up over the years.

Offer Period: 1DEC2021 - 31MAR2022

Highlight Of The Programs:



• Improve First Impression

• Communication Skills



• Dealing with Complaints



• Teamworks

• Business Manner



• Working with Foreign Staff

✉ Contact e-recruit.hk@jal.com for more details.

Terms and Conditions

- Participating organisation requires presenting HKGCC membership card upon enrollment. - Workshop facilitators are Japan Airlines Flight Attendants. - Workshop duration is 3 consecutive hours and conducted either in Cantonese or English. - Workshop is delivered by classroom mode only. - Workshop schedule is normally scheduled between 9:00am and 5:00pm from Monday to Friday (except Hong Kong public holidays). - Maximum number of participants is 30 per one Workshop. If more than 30 participants, fee could be negotiated. - Participating organisation requires providing venue (e.g. training room) and facilities (e.g. projector) for Workshop. - Certificate of Attendance is awarded to participating organisation after completion of Workshop. - Japan Airlines reserves the right to decide Workshop schedule and venue. - In case of any disputes, Japan Airlines shall make the final decision.



JAPAN AIRLINES