

Summer Internship Programme
Summer interns (Passenger Services Department)
Vacancies: 3

I.) Working period: Summer Internship Programme (June to August 2017)

II.) Requirements:

- Higher Diploma or above, major in all disciplines
- Passionate in Customer service and aviation industry
- Independent and able to work under pressure
- Flexible and willing to work on shift
- Willing to learn and adaptive to changes
- Native Cantonese, Fluent English and Putonghua

III.) Responsibilities:

General Job Descriptions: Perform all-round job duties at PSO department as assigned. Take part in various roles (Dispatcher, Reservation Agent, Guest Services Officer, and Wheelchair Services Agent) rotationally during the service period.

1. Dispatcher

Job Descriptions:

- Perform actively and flexibly in deployment the resources for all wheelchair services.
- Provide prompt and quality services according to the wheelchair schedules.
- Answer telephone enquiries.
- Update the flight schedule with Control Room frequently.
- Maintain a thorough understanding of our products and services.
- Identify solutions to ensure services are delivered to the closest of the booked orders.

2. Reservation Agent

Job Descriptions:

- Answer telephone enquiries.
- Responsible for the reservation of chaperon services.
- Handle booking confirmation.
- Prepare of Service Agreement and Invoice.

3. Guest Services Officer

Job Descriptions:

- Provide chaperon services.
- Manage EVT counters, handle shuttle services orders and answer enquiries.
- Manage porter counters at Arrival Hall, arrange services and answers enquiries for porter services.

4. Wheelchair Services Agent

Job Descriptions:

- Provide wheelchair services to passenger and assist in baggage delivery services.

IV.) Remuneration Package

	<u>Summer Internship</u>
Wage rate:	\$7050/month
Benefits:	MPF, EC insurance

Summer Internship Programme
Summer interns (Fueling Department)
Vacancies: 2

I.) Working period: Summer Internship Programme (June to August 2017)

II.) Requirements:

- Higher Diploma or above, major in all disciplines
- Passionate in Customer service and aviation industry
- Well organized, responsible and independent.
- Able to work under pressure.
- Proficient in MS Excel, MS Word and Chinese word processing.

III.) Responsibilities

- Assist Senior Administration Clerk to provide clerical support for the Fueling Operations include fuel allotment.
- Maintain a good filing system / records for all original document of staff work performance and attendance.
- Be responsible for the inventory of company uniform, PPE stock and distribution for the staff whenever necessary.
- Maintain the good conditions and adequacy of First Aid Kit inside the Fueling depot.
- Assist in distributing the internal memos / standing instructions.
- Collect company mail from Air Mail Center and pouches among the intra-departments.
- Prepare information for monthly payroll and printing / distribution of pay advice.
- Assist in injury case follow ups.
- Co-ordinate with manager in staff training arrangement and assist in training records updating.
- Keep track the proper records of all Permit / Licenses and arrange for renewal / cancellation / examination / escort permit arrangement.
- Be responsible for the logistic arrangement for newly recruited staff and terminated staff.

IV.) Remuneration Package

<u>Summer Internship</u>	
Wage rate:	\$7050/month
Benefits:	MPF, EC insurance