



香港旅遊業議會

TRAVEL INDUSTRY COUNCIL  
OF HONG KONG

Incorporated with limited liability

香港北角英皇道 250 號北角城中心 1706 至 1709 室  
Rooms 1706-1709, Fortress Tower,  
250 King's Road, North Point, Hong Kong.  
Tel: (852) 2807 1199 Fax: (852) 2510 9907  
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Ref:2009.11

旅遊業技能提升計劃—

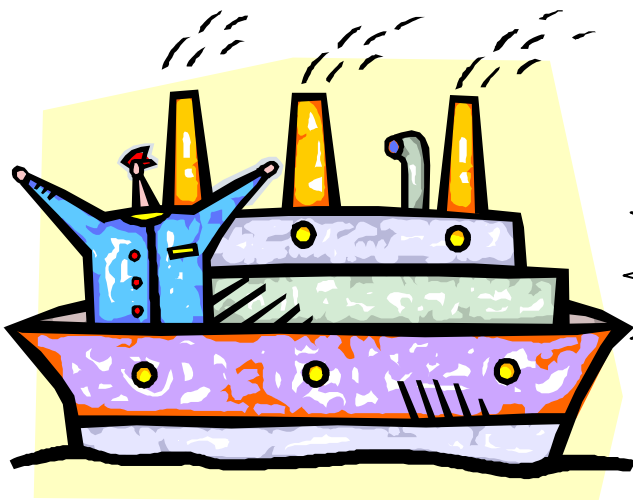
*Skills Upgrading Scheme for the Travel Industry —*

## 郵輪旅遊接待實務

*Practical Skills in Servicing Cruise Travellers*

*SUS TO 1800*

(「導遊持續專業進修計劃」認可之自選進修課程)  
(Recognized as a self-selected course for the  
Continuing Professional Development Scheme for Tourist Guides)



課程特色

Course features:

- 安排學員實地考察，著重實務培訓  
Emphasis on practical skills training  
with site visits
- 七成學費津貼 70% of the course  
fee subsidized
- 由經驗導師任教  
Experienced instructors

課程查詢 Enquiries :

如有任何疑問，請於辦公時間內致電 2807-1199 與議會訓練部聯絡，或瀏覽議會網頁 ([www.tichk.org](http://www.tichk.org))。

For any further queries, please contact the TIC Training Department at 2807-1199 during office hours, or browse the TIC's website ([www.tichk.org](http://www.tichk.org)).

辦公時間 Office hours :

星期一至五 Mon – Fri 9 am – 1 pm; 2 – 5:30 pm

星期六 Sat 9 am – 1 pm

星期日及公眾假期 Sun & public holidays (休息 Closed)

## 課程概覽及報名表格

### Course Information and Enrollment Form

#### (A) 簡介

本課程旨在協助旅行社從業員掌握郵輪旅遊業的實務運作和郵輪顧客服務技巧。

#### (B) 報讀資格

1. 現職旅行社（須提交相關工作證明文件或由僱主於報名表格上蓋印）
2. 學歷上限為副學士或以下（香港中學會考英國語文科合格者優先）；及
3. 持有香港永久性居民身份證，或持有香港居民身份證而不受居留條件限制

#### (C) 課程內容

1. 郵輪業簡介
2. 郵輪假期特色
3. 香港的港口設施
4. 郵輪旅客接待實務流程
5. 風險及危機管理
6. 個案分析及討論

#### (D) 課程時數

共 24 小時 (包括 1 小時筆試)

#### (E) 上課地點

議會培訓中心  
香港北角英皇道 250 號北角城中心 17 或 18 樓  
(港鐵炮台山站 B 出口)

#### (F) 每班人數

17 – 25 人

#### (G) 授課語言

教材及考試：英文  
課堂授課：廣東話 (輔以英語)

#### (H) 費用

港幣四百九十元正 (已扣除由技能提升計劃資助的七成學費)

#### (A) Introduction

This course aims at training operational staff and frontline staff of travel agents to master useful skills in servicing cruise travellers.

#### (B) Entry requirements

1. Travel agency staff with proof of employment;
2. Highest education attainment: sub-degree or below (preferably with a pass in English Language in the HKCEE); and
3. Holders of the Hong Kong Permanent Identity Card, or holders of the Hong Kong Identity Card who are not subject to any condition of stay

#### (C) Course content

1. An introduction to the cruise industry
2. Characteristics of a cruise vacation
3. Port facilities in Hong Kong
4. Logistics in servicing cruise travellers
5. Risk & crisis management
6. Case study & discussion

#### (D) Duration

24 hours in total (including a 1-hour written examination)

#### (E) Class venue

TIC Training Centre  
17/F or 18/F, Fortress Tower, 250 King's Rd, North Point, HK  
(MTR Fortress Hill Station Exit B)

#### (F) Class size

17 – 25 participants

#### (G) Language

Teaching materials and examination : English  
Medium of instruction : Cantonese supplemented with English

#### (H) Course fee

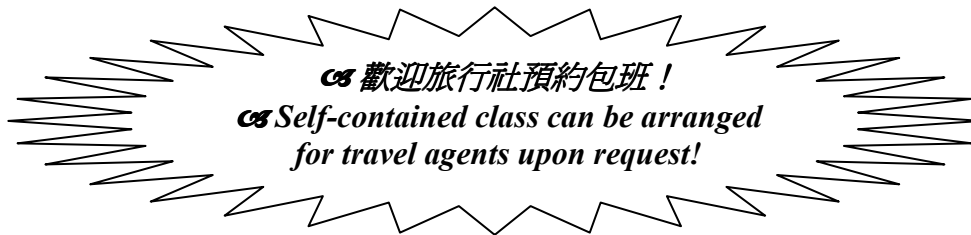
HK\$490 (after deduction of 70% of the full course fee subsidized by the SUS).

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**(I) 上課及考試時間表**

**(I) Course and Examination Timetable**

課程類別 Course type	課程編號 Course code	上課日期 Dates	上課時間 Time	考試日期 Exam Date	考試時間 Exam Time
公餘課程 Part-time course	SUS TO 1800/TIC/ 01/200911	(1) 17, 21, 24, 28/11; 01, 05/12/2009; (2) 08/12/2009 (3) 26/11/2009 (實地考察 site visit)	(1) 19:00 – 22:00 (2) 19:00 – 21:00 (3) 09:30 – 12:30	08/12/2009	21:00 – 22:00
公餘課程 Part-time course	SUS TO 1800/TIC/ 02/201004	(1) 13, 15, 20, 22, 27, 29/04/2010 (2) 04/05/2010 (3) 22/04/2010 (實地考察 site visit)	(1) 19:00 – 22:00 (2) 19:00 – 21:00 (3) 15:00 – 18:00	04/05/2010	21:00 – 22:00



**(J) 評核方法**

- 學員於完成課程後，出席率必須達 **80%或以上**，方可參筆試
- 筆試形式為選擇題 (40 題)
- 總分為 100 分，以不少於 70 分為合格

**(J) Mode of assessment**

- Participants must complete the course with **an attendance rate of 80% or above** in order to be eligible for the written examination.
- The written examination format is multiple choice (40 questions)
- Total marks: 100; pass marks: 70

**(K) 證書頒授**

凡通過有關評核者，可獲頒發由「技能提升計劃旅遊業行業小組」及本會聯合簽發的證書。

**(K) Award of certificate**

Participants who passed the assessment will be awarded a certificate jointly signed by the Committee of the Tourism Industry Skills Upgrading Scheme and the TIC.

**(L) 報名須知**

- 填妥夾附的報名表格，並連同費用(港幣四百九十元)及**相關證明文件**，郵寄或親身交回議會辦事處。報名以先到先得形式處理。
- 費用可以現金或支票繳交(如選用郵寄方式，必須以**劃線支票**繳費)，支票抬頭請註明「**香港旅遊業議會**」，並且在支票背面寫上姓名。
- 申請人一經取錄，將不獲退還學費。**
- 郵寄及報名地點**：香港北角英皇道 250 號北角城中心 1706-09 室 (議會訓練部收)

**(L) Important notes on enrollment**

- Complete and return the attached enrollment form with the course fee (HK\$490) and **relevant supporting document(s)** to the TIC executive office by post or in person. Applications will be handled on a first-come-first-served basis.
- Payment of course fee can be made by cash or cheques (only **crossed cheques** will be accepted for submission by post). Cheques should be made payable to 'Travel Industry Council of Hong Kong' with applicant's name written on the back.
- No refund** of course fee will be made once an applicant is admitted.
- Mailing address & office location: TIC Training Department, Rooms1706-09, Fortress Tower, 250 King's Road, North Point, Hong Kong

## **Skills Upgrading Scheme (SUS) Secretariat**

### **Important Notes to Applicants: regarding ‘Personal Data(Privacy) Ordinance’**

1. The personal data provided in the SUS course enrollment forms will be used for the following purposes:
  - (i) to process SUS course applications and enrollment;
  - (ii) to screen the applications for SUS courses and other related purposes;
  - (iii) to check if the applicant has enrolled in an SUS course that the applicant has successfully completed before; and
  - (iv) to maintain course participants’ records in the system of participant records.
  
2. The SUS Secretariat will keep the personal data of applicants confidential but may provide such data to any other person or his/her representative who has undertaken to keep such information confidential for any one or more of the purposes set out in paragraph (1) above.
  
3. According to the Personal Data (Privacy) Ordinance, applicants have the right to:
  - (i) ascertain whether their personal data are held by the SUS Secretariat;
  - (ii) obtain a copy of the data mentioned in paragraph 3(i); and
  - (iii) correct their personal data held by the SUS Secretariat.

Applicants should provide the SUS Secretariat with sufficient information in order for their identity to be determined, otherwise their data access request may be rejected.

4. Any request for access to personal data should be made in writing and addressed to the SUS Secretariat at:

20/F, Skyline Tower, 30 Wang Kwong Road  
Kowloon Bay, Kowloon

5. The SUS Secretariat reserves the right to impose a fee on any request for access to personal data.

Name of training institute: Travel Industry Council of Hong Kong

Applicant's number: \_\_\_\_\_

**Course enrollment form (Skills Upgrading Scheme for the Travel Industry)** Course Fee: HK\$490

Course code : SUS TO 1800/TIC/

Course name : Practical Skills in Servicing Cruise Travellers

**Personal Data**

Ref: 2009.09

\*Name: \_\_\_\_\_(Chinese)  
\_\_\_\_\_ (English)

\*ID card no.: \_\_\_\_\_ \*Sex: \_\_\_\_\_ \*Age: \_\_\_\_\_

\*Telephone: \_\_\_\_\_(Daytime) \_\_\_\_\_(Evening)

Fax no.: \_\_\_\_\_ Email: \_\_\_\_\_

\*Corr. address: \_\_\_\_\_  
\_\_\_\_\_

\*Education level:  F.1 – 3  F.4 – 5  F.6 – 7  Others (Please specify: \_\_\_\_\_)

**Proof of employment**

\*Company name: \_\_\_\_\_

\*Company address: \_\_\_\_\_

\*Company phone no.: \_\_\_\_\_ Company fax: \_\_\_\_\_

\*Current position: \_\_\_\_\_ Current salary: \_\_\_\_\_

\*Years of service in current company: \_\_\_\_\_ \*Years of experience in the industry : \_\_\_\_\_

Way to learn about this course:  TV  Radio  Magazine  Employer  Trade union  website  
 Newspaper  Others \_\_\_\_\_

Were you recommended by your employer to take the above course?  No  Yes

Company chop of the employer: \_\_\_\_\_

Application will be accepted only if the applicant can provide proof of employment (or with company chop of the employer in this form).

**Employer's declaration : With our company chop, we hereby declare that the information provided in the "Proof of employment" above is true and correct, otherwise we understand that the Committee of the Tourism Industry Skills Upgrading Scheme will take action against us.**

\*compulsory to be completed

**Declaration**

1. I understand that participants are not allowed to repeat taking the same course or courses that were already successfully completed by the participants before. Otherwise, I have to refund the 70% course fee subsidy, pay for all the administration fee so incurred, and bear all the legal liabilities and consequences.
2. I fully understand the 'Personal Data Policy' of the SUS Secretariat which is part of this form and can be accessed upon request, and the 'Personal Data (Privacy) Ordinance'(Chapter 486, Laws of Hong Kong).
3. I have read, understood and agreed to the 'Personal Data Policy'.
4. I hereby declare that the information provided in this form is true and correct. Otherwise, I understand that the Committee of the Tourism Industry Skills Upgrading Scheme will take action against me.

Signature of applicant: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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(To be completed by applicant)

(To be completed by applicant)

(To be completed by applicant)