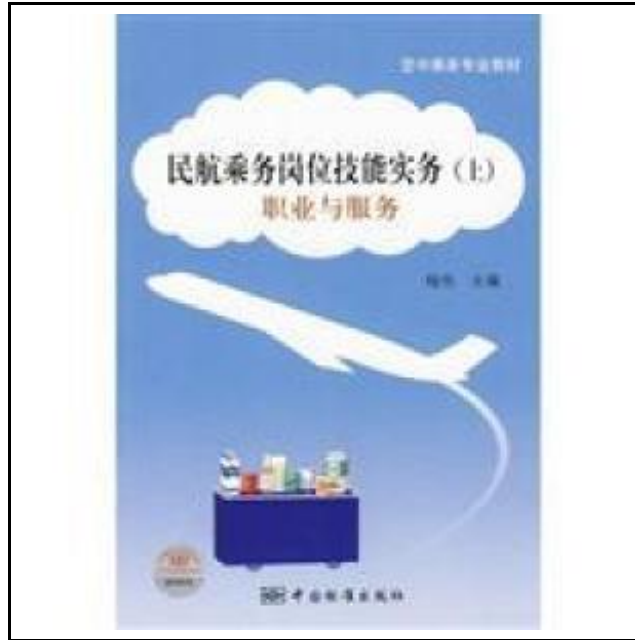


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paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Pages Number: 167 Publisher: Standards Press of China Pub. Date :2009-8-1. Introduction The book is divided into two volumes. respectively. from the occupation. service. aviation. environmental and emergency several angles discussed. in which the book describes the flight attendant's job requirements and services. including basic knowledge of civil aviation. flight attendants work ethic. flight attendant positions. the image of the air crew and requirements. characteristics of the civil aviation industry services. meals and drinks. flight attendant duties and work processes. etc.; next book focuses on the air crew of emergency and related operations. including aviation knowledge and physical knowledge. flight safety requirements and rules. emergency response. crew resource management. common main models and so on. Contents: Chapter air base knowledge of the origin of flight attendants Section II Section III China's civil aviation industry and domestic airlines Overview Chapter service company code of professional ethics and moral content of Section II air crew Chapter III of the industry ethics section flight attendant flight attendant jobs flight attendant training characteristics of Section III crew behavior and quality of the image of flight attendants Chapter professional image with the requirements of Section II of the importance of flight attendants Section cabin crew staff of professional etiquette standards required services to the aviation industry Chapter Services Section of the analytical characteristics of service Awareness Section III Section IV language service brand strategy and a smile and the charm of Psychology V different target service failure and service recovery VI Chapter VI Section meals meals and drinks service on the machine non-alcoholic beverages Section III Chapter VII wine knowledge section passenger cabin equipment to use devices first two crew equipment. emergency equipment using...



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