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

<table>
<thead>
<tr>
<th>Job Descriptions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Perform actively and flexibly in deployment the resources for all wheelchair services.</td>
</tr>
<tr>
<td>• Provide prompt and quality services according to the wheelchair schedules.</td>
</tr>
<tr>
<td>• Answer telephone enquiries.</td>
</tr>
<tr>
<td>• Update the flight schedule with Control Room frequently.</td>
</tr>
<tr>
<td>• Maintain a thorough understanding of our products and services.</td>
</tr>
<tr>
<td>• Identify solutions to ensure services are delivered to the closest of the booked orders.</td>
</tr>
</tbody>
</table>

2. Reservation Agent

<table>
<thead>
<tr>
<th>Job Descriptions:</th>
</tr>
</thead>
</table>
- 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**

<table>
<thead>
<tr>
<th>Summer Internship</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wage rate:</strong></td>
</tr>
<tr>
<td>$7050/month</td>
</tr>
<tr>
<td><strong>Benefits:</strong></td>
</tr>
<tr>
<td>MPF, EC insurance</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>Summer Internship</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wage rate:</strong></td>
</tr>
<tr>
<td><strong>Benefits:</strong></td>
</tr>
</tbody>
</table>