

**Lingnan Institute of Further Education**  
**Internship and Career Service Scheme 2017**

職位編號 : Job#20170118



**Worldwide Flight Services (WFS)**

The **WFS Group** with its headquarters in French is one of the world's largest Transportation and the leading airport passenger services provider in Hong Kong. The Group comprises 6 major businesses: Cargo, Ramp, Technical Services, Baggage, Ramp, Passenger Services and Premium Lounge Services.

The Group operates in 22 countries providing high quality cargo, passenger, premium, ramp, baggage and technical services across a network spanning over 145 locations on 5 continents. Every day, more than 14,000 WFS's employees offer high quality services to airport customers and passengers worldwide, and work in Cargo Building, Airport Terminals, Fueling Workshop, Baggage Handling System, Apron, Premium Lounge, Flight Repair Workshop, Packing Service Counter, Porter Counter, Concierge, Cruise Terminal and Passenger Check-in Counter

**Website :**

1. Global Website: <http://www.wfs.aero>
2. HK Website: <http://www.hkairportconcierge.com>

**Summer Internship Programme/ P-T Student Placement Programme**

- I.) Working period:** Summer Internship Programme (June to August 2017)  
P-T Student Placement Programme (March to June 2017)

**II.) Requirements:**

- Higher Diploma or above, major in Aviation, Hospitality or related disciplines
- Passionate in customer service and aviation industry
- Independent and able to work under pressure
- Willing to learn and adaptive to changes
- Good Cantonese, Fair 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.

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## 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>	<u>PT Student Placement</u>
<b>Wage rate:</b>	Monthly basis (TBC)	\$47/hr
<b>Benefits:</b>	TBC	MPF, EC insurance