

HIGHER NITEC IN PASSENGER SERVICES

Electives (Course Specific)

Cabin Services

On completion of the module, students should be able to provide in-flight service, perform up-sell and cross sell of in-flight products and improve service procedures so as to ensure a safe and pleasant experience for passengers.

Electives (Inter-disciplinary)

Country Club Management and Operations

On completion of the module, students should be able to assist in club operations including membership, food and beverage, golf, sports and recreation, social and entertainment and other administrative and/or supporting functions.

Entrepreneurship Essentials

On completion of the module, students should be able to source new information from multiple sources, brainstorm ideas to find novel approaches to draft out a business plan through identifying business opportunities and applying marketing mix strategies with sound financial analysis.

Digital Storytelling

On completion of the module, students should be able to create various Electronic Direct Mailers (EDMs) to sell a product or service with an associated story tagline.

Cross Cultural Intelligence at the Workplace

On completion of the module, students should be able to apply and adapt cross cultural knowledge at workplace.