

Welcoming w.Chinese Guests

A Practical Guide for Hospitality and Fourism

Multicultural Marketing & Management

DK Travel

Welcoming Your Chinese Guests Multicultural Management, Jessie Wong, 2014-04-10 China has already taken the place of Japan and become the No 1 outbound tourism market According to World Travel Organization there will be 100 million Chinese traveling abroad in 2020 As a tourism and hospitality industry executive do you want to gain more knowledge on how to welcome your Chinese guests In the seven modules of this course you will follow a simple easy to understand learning system that contains scenario analyses discussions tips and suggestions Each module has a short quiz to help you consolidate your knowledge on each component of the course Topics covered include building a positive first impression with Chinese visitors suggestions for Sales and Marketing for the Front Office and Concierge Tour Desk and Bell Desk and Food and Beverage The course is developed by Multicultural Marketing and Management MMM MMM is a multi award winning full service marketing agency with 20 years experience in Australia and specialises in non English communication MMM is an accredited tourism business in Australia Other books by MMM Chopsticks Culture Welcoming Your Indian Guests

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