

# 中華學校財團法人中華科技大學 學生校外實習成果報告

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# 大四上學期期末報告：

## ~分配的實習航空公司~

### 國泰航空公司 Cathay Pacific Airways

航空公司簡介：

#### History ;



#### Those Were the Days

American Roy C Farrell and Australian Sydney H de Kantzow founded Cathay Pacific Airways on 24 September, 1946. Initially based in Shanghai, the two men eventually moved to Hong Kong and established the airline. Legend has it that Farrell and a group of foreign correspondents thought up the airline's unique name in the bar at the Manila Hotel!

#### An Investment In the Future

The new company began to operate passenger flights to Manila, Bangkok, Singapore and Shanghai. Expansion was fast and, in 1948, one of Hong Kong's leading trading companies, Butterfield & Swire (today known as the Swire Group)

took a 45% share in the company. Under the leadership of John Kidston Swire, Butterfield & Swire became wholly responsible for the management of the airline.



### **Taking the Jet Age By Storm**

The 1960s represented our coming of age. Between 1962 and 1967, business grew at an average rate of 20 percent a year. We also initiated international services (another world's first) to Osaka, Fukuoka and Nagoya in Japan.



### **The Old and Only "Betsy"**

"Betsy", a converted Douglas DC3, is fondly remembered as our first aircraft. Sold in 1955, "Betsy" was discovered, almost 30 years later flying cargo around the Australian outback.

We bought the aircraft back, repainted her in the original 1940s livery and returned her to Hong Kong.

Today, "Betsy" hangs suspended from the ceiling at the Hong Kong Science Museum.

## Vision and mission

Our vision is to be the world' s best airline. Being the best means that we always strive to excel in everything we do. Our dynamic team provides the highest quality service so that our customers are happy they chose Cathay Pacific.

We put safety first

We grow a winning team

We provide outstanding products and services

We consistently deliver Service Straight From The Heart

We produce superior financial returns

We support Hong Kong

We are a socially and environmentally responsible company

Cathay Pacific Airways is an international airline registered and based in Hong Kong, offering scheduled cargo and passenger services to more than 110 destinations around the world.

We are deeply committed to Hong Kong, where the Company was founded in 1946. We continue to make substantial investments to develop Hong Kong' s aviation

industry and enhance Hong Kong's position as a regional transportation hub. In addition to our fleet of aircraft, these investments include catering, aircraft maintenance and ground handling companies, as well as our corporate headquarters at Hong Kong International Airport.

Cathay Pacific and its subsidiaries and associates employ over 20,000 staff in Hong Kong. The airline's two major shareholders are both Hong Kong companies listed on the Hong Kong Stock Exchange, as is Cathay Pacific itself.

Cathay Pacific is the major shareholder in AHK Air Hong Kong Limited, an all cargo carrier that offers scheduled services in the Asia region, and is a shareholder in Hong Kong Dragon Airlines Limited.

We are also a founding member of the oneworld global alliance whose combined network serves over 700 destinations worldwide.

## 上學期實習期末心得：

終於經歷測驗從 DNATA 公司分配到能力所屬的航空公司了，進入國泰航空公司後老實說有偷偷的鬆一口氣，因為乘客沒有太多的外國人，但我發現這個想法錯了，因為外國人和本國人都是需要用英文溝通，畢竟這裡是新加坡嘛，所以使用英文是 90% 所以每天依然是水深火熱的。



起初是需要” UNDERSTUDY” 由資深的同事從頭教導該怎麼使用訂位系統且站在他們身後學習，學習乘客一來到櫃檯後該和他們怎麼問候和接待，再來就是使用系統得逐一步驟等等，真的很難，因為和學校考的訂位系統完全不同，那些概念都要全部忘掉重新學起，我的筆記本全部寫滿滿真的不誇張。



除了報到櫃台，登機口也是重要的一部分，登機口包刮了 ARRIVAL - MEET FLIGHT , BAGGAGE BELT , 巡視機艙等等。 DEPARTURE - SCAN BOARDING PASS, ASSISTANT BOARDING, LOOKING FOR MISSING PASSENGERS 等等。

重要的還是與同事主管間的相處應對，這裡的同事主管有馬來人, 印度人, 馬來西亞人, 新加坡人, 韓國人, 中國人；不同國籍有不同的民族性，相處起來也需要多注意，但慶幸的是大家相處的都很不錯，有出什麼問題總是一起幫忙解決。





最後在這上學期的尾聲結論是非常辛苦但非常滿意，不敢說自己成長了但倒是學習了不少，看了各式各樣的乘客，與乘客的應對；如遇到奧客該如何處理又或者面對會員乘客該如何讓自己表現得更專業等等。真的是獲益良多，每天都有不同的情境狀況再發生，只有親自去撞，且撞得頭破血流，下次才能輕鬆且完美的處理完成。在這裡實習學到最受用的一句話是”只要還能堅持，那就說明還沒到極限”而且真的從這份工作中得到的成就感，因為只要看到乘客的笑臉，自己的嘴角就會控制不住的上揚，我相信這就是對工作的熱情和最好的收穫吧！

**“SERVIC FROM THE HEART”**

