

<<民航客舱服务实用英语>>

图书基本信息

书名：<<民航客舱服务实用英语>>

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内容概要

本书根据空中乘务工作的基本流程,分成22个单元(学习情景),各个单元紧密衔接,图文并茂且内容翔实,基本涵盖了乘务员客舱服务的所有流程。

其中包括航前准备、乘客登机、起飞前、乘客舒适、客舱餐饮服务、客舱娱乐服务、免税品售卖、客舱应急程序、乘客答疑、降落前及降落后等主要环节。

本书供有兴趣的读者阅读。

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