

Training for Ethnic Minorities

Generic Skills Course (Part-time Mode)

Workplace Languages

Foundation Certificate in Vocational Cantonese (Customer Services) for Non-Chinese Speakers (Part-time)

Course Objective	To equip trainees with basic oral and listening Cantonese skills to enable them to communicate in simple Cantonese when providing customer services.
Course Content	This course is suitable for non-Chinese speaking eligible employees in Hong Kong. The course will cover approaching customers, identifying customer's needs, recapping important details, introducing services and handling customer's enquiries.
Entry Requirements	<ul style="list-style-type: none"> i. Holder of "Foundation Certificate in Vocational Cantonese II (Workplace/Discussion/Social Life) for Non-Chinese Speakers (Part-time)" of ERB, or equivalent; or pass the entry test; and ii. Possess basic English literacy skills.
Course Duration	30 hours

Exact course schedule and addresses of training centres are subject to the arrangement of the training bodies offering this course. Please contact the following training bodies for details:

Training Bodies	Telephone	Course Code
Hong Kong Employment Development Service Limited	2326 7862 / 3165 1600 / 3165 8870 / 3618 5027	CS216EG / CS216HG [^]

ERB and relevant training bodies reserve the right to revise the above content from time to time without notifying individual applicants. Please refer to the Scheme website and/or contact respective training bodies for the most updated information.

[^] The course will be conducted in classroom training mode or online training mode. The latest arrangements announced by the training body concerned shall prevail. For details, please contact respective training body.