

## FRONT-LINE PRACTICE "CHINESE SERVICE" PRACTICE OF "TWO SESSIONS" SERVICE COURSES TO CULTIVATE HIGH-QUALITY SERVICE HABITS

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### **ABSTRACT**

*This article implies the real practice and perspectives of professional students to serve the "two sessions", and reflects how the hotel industry can implement "Chinese services" on the front line. It also lays a solid foundation for future students' learning and corporate practice between the enterprises and schools. The "two sessions" are short for "two big Conferences." Since December 2014, the hotel management major has contacted nearly 20 conference hotels that receive the "two sessions". At the same time, it has also identified 7 Beijing's famous four- and five-star conference hotels, and arranged 230 students of tourism department. The students undertook the reception services of members and deputies to the Conferences during the 2015 "two sessions." The following are some of the students' personal experiences and real experiences in "ceremonial service", "hotel service skills" and other aspects, as well as fresh examples of the implementation of "Chinese Quality-service with its special characteristics". In terms of the good example for the vocational schools' internship and future working-planning, this case deserves, and even sociably and economically brings with better impacts for the enterprises, simultaneously makes the participated schools have good reputations (Yimin Mao, 2018) . At last, this model will definitely plays an important role among the industry and vocational training programs. In other words, this model may become a kind of standard in this field.*

**KEYWORDS:** *"Two Sessions" Service, Practical Training, Corporate Practice, Case Teaching*