

Business-School Partnership Programme

Learning About Achieving Service Excellence 投身實戰 學習卓越服務

中華基督教會燕京書院的20位學生於5月12日前往Nuance Group (HK) Limited參加為期一天的考察活動，了解如何達到卓越的顧客服務。學生首先在Nuance Group位於東涌的辦事處參與一個工作坊，了解客戶的背景，以及銷售過程中的六個步驟，如「推薦附加產品」和「招呼與互動」等，以達致優質服務。其後，學生進行角色扮演活動，實行學以致用，並獲頒「卓越服務證書」。

到了下午，學生獲安排導賞集團於香港國際機場禁區經營的店舖，並由員工講解商品分類和店舖定位如何有助推動他們的銷售策略。其後，學生在其中兩間商舖擔任顧客服務大使，實踐所學。



A group of 20 students from CCC Yenching College learned how to provide excellent customer service during a one-day visit to Nuance Group (HK) Limited on 12 May. The students participated in a workshop at the Nuance Group's office in Tung Chung to learn about customer profiles and the six steps of selling like “add-on” and “greet and engage” to achieve service excellence. The students then conducted role-playing exercises and received a “Certificate of Service Excellence.”

In the afternoon, the group was given a guided tour of stores operated by the Nuance Group in the restricted area of Hong Kong International Airport, where staff explained how the merchandise assortment and store positioning help with their selling strategy. The students then put what they had learned that day into practice by serving as customer service ambassadors in two of the stores.

Banking In a Collaborative Work Environment 探索銀行業和協作環境

香港基督教信義會信義中學的20位學生於5月12日參觀花旗銀行位於牛頭角Citi Tower的辦公室，深入了解銀行業的運作。

學生先了解到花旗銀行的歷史及其對企業公民責任的承擔，接著獲安排參觀花旗的全新辦公室大樓，體驗該集團新一代的辦公室設計，為員工提供一個協作工作環境。

Twenty students from ELCHK Lutheran Secondary School got a closer look at the banking industry when they visited Citi Hong Kong's office at Citi Tower in Ngau Tau Kok on 12 May.

After learning about Citi's history and responsible corporate citizenship, the students toured Citi's new office building to view Citi's next-generation office with a collaborative work environment.





Getting a Closer Look at Auto Service Industry 汽車服務業近距全接觸

培 正中學的30位學生於5月23日前往位於香港仔的仁孚行有限公司，深入了解汽車服務業。仁孚行有限公司助理人力資源經理麥昕忻先向學生介紹公司的背景和運作。他們接著獲導賞參觀服務中心，認識如何為客戶的平治汽車進行維修和保養工作。

在面試技巧工作坊中，麥昕忻為學生介紹不同形式的面試，並分享箇中秘訣。她說：「在求職面試中，你必須在有限的時間內，盡力向面試官表現自己，讓他覺得你就是最合適的人選。」

其後，仁孚行的多位員工亦講解各自的工作。

香港仔維修中心副經理林懷恩說：「熱誠和堅持是重要的工作態度，這些元素讓我得以由技術員晉升至現任副經理一職。」



Thirty Pui Ching College students visited Zung Fu Company Limited in Aberdeen on 23 May to learn about the automotive service industry. The students got an introduction to the company's background and operations from Kandy Mak, Assistant Human Resources Manager of Zung Fu Company Limited, before receiving a guided tour of the service centre to take a look at the repair and maintenance work done on customers' Mercedes-Benz cars.

"A job interview is where you have a limited amount of time to present yourself as the most suitable candidate to the interviewer," Mak told the students during an interviewing skills workshop as she introduced different types of interviews and shared tips.

Staff then spoke about their work at Zung Fu.

"Passion and persistence are important at work. Those qualities were what enabled me to move up from a technician to my current position as an assistant service manager," said Eddie Lam, Assistant Service Manager of Aberdeen Service Centre.