

True Light Girls' College
Business School Partnership Programme 2012-2013
Job Shadowing Day Reflection

Date: 2 / 7 / 2013 (Tuesday)

Time: 11:00 AM – 6:00 PM

Venue: Lok Fu Plaza

Student: Cheung Wing Yan Winnie

Reflection:

It was my first time to participate in the job shadowing day. I must say that it was really a valuable chance for me to learn. I could learn not only from the workshop and the talk I previously attended, but also from the job shadowing experience.

On the job shadowing day, I could try taking up different positions in a shopping mall, such as a security guard and a customer service ambassador. This enabled me to understand deeper about these jobs more clearly, as I could “taste” them by myself, not just learning about them from others. In the past, I had used to think that being a security guard or a customer service ambassador was an easy job as I thought that their work might be routine. However, I changed my attitude towards these two posts after the job shadowing day because I could feel how tiring and exhausting the work of security guards and customer service ambassadors could be after my own experience. They need to deal with a very wide scope of work, such as registration for parking service, answering customers' questions and checking facilities (even toilets). They also need to stand for a long period and respond tactically in emergency cases. All these were the things I learnt which I had not known before.

I am really thankful that the school and the Link Management Limited could give me such a great chance to learn. I sincerely hope that I can take part in some similar activities next time.



True Light Girls' College
Business School Partnership Programme 2012-2013
Job Shadowing Day Reflection

Date: 26 / 6 / 2013 (Wednesday)

Time: 9:30 AM – 12:00 PM

Venue: The Link Management Limited

Student: Yiu Kwan Ching Christine

Reflection:

I am glad that I have taken part in this activity. It was really meaningful and I have gained so much from it. I used to think customer service just involves saying 'hello' and 'bye' to visitors. However, I learnt from this workshop that in order to offer outstanding service, "product, process and attitude" should be duly considered to help achieve excellence. I found the system of secret customers effective as it can help assess employees efficiently. It is absolutely a fair system which rewards those who perform well and helps the ones who cannot meet the standards to improve.

I admire that the Link Management Limited puts much effort in improving its service to customers and tries to satisfy every customer's needs. As for the workshop, it was really interesting. The games and activities were designed to help me learn why customer service is important to the business. I also appreciate the facilitator very much. She tried her best to catch our attention made the workshop more lively by sharing her own experiences with us. All in all, I really gained so much from the workshop and I look forward to joining the job shadowing day where I can put the theory I have learnt into practice.