



Students Get a Close Look at Towngas

A group of 30 students from MKMCF Ma Chan Duen Hey Memorial Secondary School were welcomed to Hong Kong and China Gas Company Ltd's (Towngas) head office on 19 April. Sam Lam, Assistant Learning & Development Executive Towngas, introduced the different business operations of the company, which includes production and distribution of gas, gas appliances, pipeline network and even water supply and wastewater treatment as well as development of new energy in Mainland China. Students also learnt about the working opportunities and requirements at Towngas. After the presentation, students toured the company's staff recreational area and visited the library, clinic and gym to see how the company takes care of its staff.

參觀煤氣公司

30名馬錦明慈善基金馬陳端喜紀念中學的學生於4月19日參觀香港中華煤氣有限公司，並由公司的人力資源團隊接待。助理培育及發展主任林裕創向他們介紹公司不同業務的運作，包括生產及輸配煤氣、煤氣爐具、供氣網絡，以至內地的供水、污水處理及發展新能源的項目。學生也藉此機會認識煤氣公司的工作機會及要求。簡介結束後，學生參觀員工休閒區、圖書館、診所和健身室，以了解煤氣公司為員工提供的設施。

學生接著前往調度中心及企業應變指揮中心參觀，了解煤氣公司如何在覆蓋全港的供氣網絡裡，監控供氣壓力，以及處理緊急情況的方法。他們還參觀熱線中心，以了解如何提供優質客戶服務，熱線中心的職員秉承一貫的服務宗旨，讓每個來電的顧客「聽到」他們的笑容。職員的電腦前面都放著一面小鏡子，提醒他們要保持微笑。學生最後參觀煤氣公司的陳列室，除了體驗職員不同的創意設計，也在「綠廚會客室」試用煤氣公司的最新煮食用具。

Students then visited the Grid Control Centre and Corporate Emergency Control Centre to understand how gas levels are monitored in the extensive pipeline networks around Hong Kong and what they would do if an emergency happened. They also visited the call centre to learn about good customer service.

All call centre staff have the objective of letting customers “hear” their smiles by smiling when answering every call. There is a small mirror placed in front of their computer to remind them to smile. The visit ended with a tour of the Towngas showroom where students took in different innovative designs by staff at the Hall of Innovation and new cooking appliances sold by Towngas at the Green Kitchen.





BOC Training Centre

A group of 30 students from St. Rose of Lima's College visited the head office of Bank of China (BOC) at Olympic City on 6 May. Ivan Lam, Head of Training Centre of BOC, shared with the students his work experience in the bank industry.

"Believing in yourself is important and you will know your strengths and weaknesses when faced with success and failure," said Lam.

Elsa Wong, Training Manager of BOC, then introduced the history and structure of the bank to students and showed a video about the daily operation of different positions at the BOC branch. Students also learned about the requirements for entering the bank's management trainee programme and listened to two management trainees talk about their working experience in BOC.

參觀中銀培訓中心

30名聖羅撒書院學生於5月6日到訪中國銀行（香港）位於奧海城的總部，培訓中心主管林偉鏗與學生分享他在銀行業的工作經驗，他說：「每個人都應該相信自己，無論面對成功或失敗，你將更加了解自己的強項和弱項。」

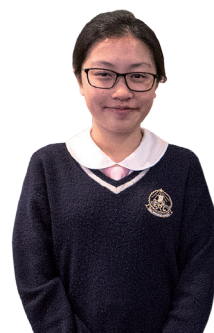
培訓經理黃凱欣其後介紹銀行的發展歷史及架構，並播放短片介紹銀行不同部門的日常運作。學生也了解到中銀見習管理人員計劃的要求，並聽取兩名最近參加計劃的見習管理人員分享在中銀工作的經。

學生梁詠恩說：「我通常與媽媽一起去銀行，今天聽了分享後才發現銀行的運作原來並不簡單，出乎我的想像。」

I usually go to the bank with my mom and after listening to the talk, I was surprised at the complexity of their operations.

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Jennifer Leung 梁詠恩



Learning Interview Skills

Elaire Chong, General Counsel – Hong Kong of CLP Power, spoke to over 100 students from Pui Ching Middle School on 4 May. She told students how to prepare for a job interview.

"First impressions are important and good interview skills require extensive preparation and practice," she said.

She demonstrated and explained the dos and don'ts for interviews. Students then had the chance to test their skills in small groups with nine CLP executives from the legal, finance and human resource divisions.

學習面試技巧

中華電力法律總顧問（香港）鍾玉穎婷於5月4日與逾100名香港培正中學學生會面，分享準備工作面試的方法。她說：「第一印象十分重要，而良好的面試技巧則需要充足的準備和練習。」她播放了一段有趣的影片，示範及解釋面試時應做及不應做的事項。學生接著分成多個小組，與中電的法律、財務及人力資源部門主管練習面試技巧。



總 商會本年推出全新的「學生大使計劃」，35名來自本港七間中學的學生獲選為首屆學生大使，有機會參加總商會及商界的其他活動，對影響香港與區內企業的議題加深了解。

來自六間中學的32名學生大使應邀於4月29日出席由亞洲協會舉辦的Student Live Cast Programme: "Asian Philanthropy — What it Means for Business"，活動在亞洲協會香港中心舉行。學生有機會在晚宴前與講者嘉賓會面。福耀玻璃工業集團主席曹德旺被問及成功人士的特質，他回答說：「你必須擁有信念，相信自己能夠實現夢想。」

雖然曹德旺只接受過基本的教育，但他仍能憑實力獲得「安永全球企業家大獎」，並成為內地的慈善家之一。儘管教育並不

是成功的唯一條件，他勉勵學生要繼續努力學習。就讀瑪利曼中學的學生大使周雅文說：「曹先生的演講令我獲益良多，他表示無論我們是否擁有良好的教育背景，都應該保持自信。重要的是從失敗中學習，汲取經驗。」

Ayala集團是菲律賓最大、業務最多元化的企業集團之一，主席及總裁 Jaime Augusto Zobel de Ayala表示為社會未來的發展作出貢獻十分重要，並指出其營商格言是取諸社會，用諸社會。

來自民生書院的學生大使姚諾潼說：「聽過多位講者分享之後，我覺得企業家都應該了解履行社會責任的重要性，我們亦應該出一分力，令香港成為更美好的城市。」

當晚，學生大使除了聽到多位講者的精彩演講，也在活化的軍火庫舊址內享用自助晚餐。

As this is the first year of the newly launched HKGCC Student Ambassadors Programme, 35 students from seven local secondary schools were selected to be the inaugural student ambassadors. They will be engaging in various Chamber events and other business events throughout the year to enhance their understanding about issues that companies in Hong Kong and the region face.

Thirty-two student ambassadors from six high schools were invited to the Student Live Cast Programme: "Asian Philanthropy — What it Means for Business" organized by Asia Society on 29 April in the Asia Society Hong Kong Centre. Students met with the speakers before the dinner. "You need faith to succeed in your dreams," said Cho Tak Wong, Chairman of Fuyao Glass Industry Group, when asked what major qualities a person had to have to be successful.

Despite only having a junior level of education, Cho was named Ernst & Young Entrepreneur of the Year and also one of the top philanthropists in Mainland China.

He told students to work hard on their studies but education alone may not necessarily lead to success. "Cho's speech impressed me a lot as he encouraged us to be confident in ourselves no matter what level of education we had. The important thing is what you have learnt from your past experience," said Clementine Chau, one of the student ambassadors from Marymount Secondary School.

Being the head of one of the largest and most diversified business groups in the Philippines, Jaime Augusto Zobel de Ayala, Chairman and Chief Executive Officer of Ayala Corporation, spoke about the importance of contributing to the future development of society and said that his business motto is making money while helping society.

"After listening to the talk, I think the importance of upholding social responsibility should be understood by all businessmen and we should also contribute to our society to make Hong Kong a better city," said Iu Nok Tung, one of the student ambassadors from Munsang College.