

用心待人之道

Treating Others Wholeheartedly

校友專訪 / Alumni Feature

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「得悉客戶擁有愉快的旅程，
我便很有滿足感。」

"I am joyful to know that
my customers have a pleasant journey."

Stephen現為國泰馬可李羅會客戶服務主任，長大後，他清楚自己十分喜歡跟航空相關的行業。然而，剛中學畢業的他卻甚感迷惘，直到遇上HKUE。

「當年會考分數不太理想，對自己的前途甚感徬徨。後來參加了HKUE的講座，發現課程只需20多個月便可畢業，更可獲得國際性認可的證書，自己又喜歡接觸不同的人，便報讀了HKUE的酒店款待業高級文憑課程。當時，我覺得HKUE給了我一個繼續升學的希望。」

HKUE不僅給了Stephen一個升學的希望，更教曉他真正的「待客之道」，讓他在工作上贏得不少客戶及同事的讚賞。

Stephen likes to work in aviation related industry, so he is now working at Macro Polo Club as Member Services Executive. However, he had used to feel perplexed about his future before he enrolled in HKUE.

"I was so helpless after I had received my HKCEE result, which was not satisfactory. I then attended a seminar held by HKUE, which gave me a glimpse of hope to continue my study. The Programme only takes 20 months to attain an academic qualification that is internationally recognized and the Hospitality discipline is suitable for me as I am an outgoing person."

To Stephen's surprise, HKUE has not only given him a chance to continue his study, but the professional teaching staff members of HKUE have also taught him the real meaning of "Serving", which then won him many applauses from customers and colleagues.

以人為本 耐心周到

「顧客至上」是任何服務業的應有態度。然而，怎樣才是真正的「顧客至上」？

「首先，要耐心對待客人。」Stephen肯定地說，「我曾遇到一位年紀較大的婆婆，機票及行程已經全部確認，她仍再次打電話給我重重複複確認每一個細節。我本來覺得很煩厭，但想起HKUE的老師，我便提醒自己必須有耐性。」Stephen回憶起老師的教導，臉上泛起一絲微笑。

「當年我們上紅酒課的時候甚麼都不懂，老師除了不斷重複講解每一個細節之外，還用不同的方式，包括Role-Play、PowerPoint、圖片等，加深我們的印象。可是我們仍然不明白，於是老師下課後，仍繼續解答我們的問題。」老師的耐心成為Stephen的最佳提醒。

「最後，我堅持跟婆婆核對每一個行程細節，包括公司在外國的詢問熱線號碼等。每當我想起老師的耐心，無論客戶的要求多繁瑣，我都樂意站在他們的立場，耐心地替他們解決困難。」

不怕犧牲 樂於助人

「除了用心，有時候也得犧牲自己的益處。某個復活節假期前夕，我早約好朋友，誰知放工前接到一個客戶電話，一談就半個小時，加上客戶的問題繁複，我必須聯絡不同部門及北京的同事。當時距離下班只剩半小時，我估計把客戶的問題處理妥當起碼要多花一小時，使我的內心十分掙扎。」這時Stephen再次想起老師不怕犧牲，樂於助人的行為。

「就讀HKUE的時候，我曾因為一些私事不能上課一個月。當時老師不僅關心我的情況，更主動提出替我補課。當時我的成績並沒有受缺課影響，所以我覺得沒有這個需要，但老師仍然堅持在課後的私人時間替我補課，確保我能夠追上進度。」老師的貢獻感動了Stephen，今天他亦以相同的態度對待客戶。

「最後，我選擇幫助那位客戶，雖然遲到了朋友的聚會，但聽見客戶高興的聲音，我便感到歡欣。每次得悉客戶擁有愉快的旅程，我便很有滿足感。」客戶以外，Stephen也曾因協助同事解決緊急的狀況，而獲得嘉許。

Stephen學效老師的榜樣，延續服務他人的精神，替自己的工作增添意義，也替別人的旅程增添色彩。



於服務行業工作的Stephen，除了能夠與客戶保持良好的關係外，與同事也有緊密的聯繫，發揮團隊精神，讓工作更有效率。Stephen believes that good team spirit can lead to high work efficiency. Hence, he has maintained a good relationship with colleagues.



放假時，Stephen(右一)喜歡到處旅遊，一方面放鬆減壓，一方面增廣見聞，使自己有更多知識處理客戶的疑難。Stephen (Right 1) likes to go travelling on holidays. Not only can he be relaxed, but he can also equip himself with different knowledge to serve his customers better.

Assisting the Others Thoughtfully and Patiently

"Customer Reigns supreme" is the basic rule in the service industry, but what exactly does it mean in Stephen's opinion?

"It means we need to treat our customers wholeheartedly," Stephen said firmly. "There was a time a customer, who was an elderly, called us and wanted to re-confirm her itinerary details with us, which had already been checked for a couple of times. I was initially annoyed by her, but then the faces of HKUE's teachers popped up in my mind, reminding me to be patient." Stephen wore a smile when reminiscing the days with teachers.

"We used to know nothing about wine. However, the teacher not only repeated every key point for a few times, but also used different methods, including Role-Play, PowerPoint slides and graphics to deepen our understanding. Unluckily, we still didn't understand. Then he spent his leisure time after class to answer each of our questions." Teacher's behavior serves as a good reminder for Stephen.

"At last, I insisted on double checking the details with the old lady again, including my company's overseas hotline. Whenever I receive cumbersome requests from customers, I will recall the behaviors of teachers, and then I can solve customers' requests patiently."

Teacher's contribution has impressed Stephen. Today, he is willing to serve his customers, just like what his teacher did.

Sacrificing Himself For the Sake of the Others

"Sometimes, I need to sacrifice my benefits as well. I dated my good friend on the eve of Easter, but I had received a call from a customer before I got off from work. Unfortunately, that customer's request was a complicated one, which required me to contact colleagues in different departments and colleagues in Beijing as well. It would take an hour to get everything done. I was then struggling in my heart." Right at this moment, Stephen recalled his memories of how teachers sacrificed their benefits for the sake of their students.

"Because of some personal issues, I was not able to attend the classes for a month at HKUE. Teachers not only concerned me, but also offered me make-up classes, which were unnecessary from my perspective as my academic result was not affected. However, they insisted and spent their leisure time on making up the lessons for me."

"Finally, I have chosen to help the customer and solved his problem successfully. Although I was late for the gathering, I felt so pleased when hearing the happy voice of my customer. I am joyful to know that my customer has had a pleasant journey." Stephen was also appreciated and commended by his colleagues because he helped them solve an urgent issue.

Influenced by his teacher, Stephen is continuing the spirit of helping the others through his work. He has given his job a real meaning and has made people's journey a colourful one.