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DEPUTY GENERAL MANAGER'S MESSAGE

副總經理的話



親愛的同事，

於2018年首季，領導層進行了更替。其中包括任命陳炳科先生為總經理，本人則擔任副總經理一職。在此，我要感謝所有同事的支持及表示誠摯的謝意，讓我更快熟悉公司文化，以及我們正面臨的挑戰和機遇。

「同事是最寶貴的資產！」儘管我們目前的硬實力和軟實力有限，但每個人也有「心力」，使我們走向成功之路。為了加強「心力」，建立快樂，有趣，關心，溝通和信任的工作環境極為重要。這些元素有助激發動力，減少工作之間的衝突。管理層將會帶領同事培養這些特質。如果上司面帶笑容，積極向上，員工會感到舒適，願意溝通，減少犯錯的壓力，最終學習更多。

我盼望所有同事能夠以樂觀的心態，帶著自豪感和使命感揭開未來新的一頁，謝謝大家！

Dear Colleagues,

As many of you know the company underwent a significant change of leadership in the first quarter of 2018, this included the appointment of Mr. Benny Chan as our General Manager, and my appointment as Deputy General Manager. I would like to thank all colleagues for their support during this time and express my sincere gratitude to help me get familiar with the Company's culture, challenges and opportunities.

"Colleagues are our valuable asset!" By saying that, we understand we have limited hardware and software at this moment. However, "Heart-ware" from each of you leads us to the path of success. In order to "upgrade our Heart-ware", the key elements of Happiness, Fun, Empathy, Communication and Trust have to be strengthened in our workplace. These elements create motivation and fewer work-related conflicts. Managers would be the driving force to cultivate these traits. If managers are smiling and positive, employees will feel relaxed, communicate more, worry less about making mistakes and ultimately learn more.

I hope all our colleagues can look above and beyond with their optimistic mindsets and full of sense of pride and mission, to open a new chapter of our future!

Thank you!

Sean Hui 許先恩

SATS HK 資訊 (Facts & Figures)

April 2018

On Time Performance 航班準點率



99.92%

No. of Employees 員工人數



800

Passenger Volume 載客量



266,889

#1

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管理層應該走在最前， 帶領自己的軍隊打仗。

Sean喜愛思考，主動學習新事物，在航空業打拼三十多年，工作經驗豐富，剛在三月加入Benny Chan帶領的團隊，並擔任副總經理一職。

1987年，憑着一股熱誠，展開他於航空界的事業。由地勤開始，當中因為好學，而獲得嘗試不同工作崗位的機會，最後決定衝上雲霄做空服中服務員，這段時間讓Sean思考到自己未來的發展路向。

1991年，他放棄較高薪的空服工作，決定「腳踏實地」加入地勤公司，及後更得到管理層上司賞識，被邀請接任行政工作。起初，因不捨與地勤同事培養了「一家人」的感情而再三推辭，經過深思熟慮後，答應成為商業拓展部主管。

當時一張白紙的他，沒有行政經驗，靠着心口一個勇字，由零開始。不論在資訊科技、策劃、營運標準或培訓層面，他不斷學習，循序漸進執行，做得井井有條。

由舊啟德機場搬遷到赤鱗角機場，他亦無懼更大的挑戰，將過往的規劃經驗應用其中。



Sean, who enjoys thinking and learning new knowledge, has worked in the aviation industry for more than 30 years with valuable experience. He joined Benny Chan's team in March to become Deputy General Manager in SATS HK.

In 1987, he began his career in aviation with his enthusiasm. He started from a ground handling agent. With his positive attitude and eagerness to learn, he had the opportunity to rotate to different positions. He even "flew up to the sky" to become a flight attendant. It was until that time, he started to think about his future career goal.

In 1991, he gave up his high-paying job as flight attendant and decided to develop his career in ground handling field. In view of his outstanding performance and talent, he was invited to take up executive position. At first, he hesitated since he was fond of the feeling of "family" with his ground handling colleagues and resisted to leave them. After further consideration, he eventually agreed to take up the position of the Head of Business Development.

Although he was a rookie in executive works, he bite the bullet and decided to start a new chapter with his confidence. He kept on learning hard on various areas included IT, Planning, Operational Standard and Training. He made great progress in a short period of time and could manage well.

From Kai Tak Airport to Chek Lap Kok Airport, he had no fear of bigger challenges and applied his rich planning and development work experiences learned in past years.

之後，他被邀請加入香港機場管理局，並工作了十七年。期間，協助上海，珠海和杭州新機場的籌備和開幕工作，從中洞悉不少問題，作出跟進。例如，引入科技機械手臂以局部取代較難聘請的技術人員，可以舒緩人手短缺問題，同時減輕員工勞損的機會。

攜手合作 品牌重塑

「回想在新翔上班的第一天，有如昔日三十年前在舊啟德機場上班，很有親切感。」他認為這工作極具挑戰性，在腦袋中有很多計劃要完成，不但希望幫助公司向前推進，更可以從中獲取成功感。

Sean希望公司在各方面有即時的改善。長線計劃，有賴不同部門上下一心，團結一致，在2024年第三跑道落成前做好準備。

「一個親切的問候，雙手把登機證遞給客人，已經有效改善公司的形象及品牌。」



Later on, he accepted an offer to join the Hong Kong Airport Authority (HKAA). During that time, he went abroad to assist with the planning and opening of the new airports in Shanghai, Zhuhai, and Hangzhou. He had revamped operational processes and workflows for best practices as well as introduced innovative ways to improve efficiency and productivity. For example, the procurement of mechanical robotic arms to partially replace operators who were difficult to hire. This solved the problem of insufficient manpower as well as reduced work injuries.

Collaboration and Rebranding

“Looking back on my first day of work at SATS HK, it reminded me the days when I worked at the old Kai Tak Airport thirty years ago.” He considers his role very challenging as there are many tasks and missions to be completed in his mind. He does not only want to help the company to step forward, but to obtain the sense of pride to go along with the journey.

Sean hopes to see quick improvement in the concerned aspects of the Company. The long-term goals rely on the collaboration between different departments, working hand-in-hand before the completion of the Third Runway in 2024.

“A simple greeting and handing the boarding pass to the customers with two hands can effectively build a positive company’s image and branding.”

“

儘管我們硬實力和軟實力有限，
但我們有「心力」。

*Although our hardware and
software is limited, we have
“Heart-Ware”.*

”

打造開心工作團隊 善用人才

「打工除了『搵金』，還要為『Fun』！所有員工都應該保持開心的情緒，打造開心的工作團隊，增加正能量。」為了加強現時的工作團隊，他亦鼓勵將有經驗的前線員工安排到後勤支援工作，可以事半功倍。

Create Happy Work Teams and Value Employees

“Working is not only for money, but also for fun! All staff should maintain a happy working mood to create happy work teams to increase positive energy.” In order to facilitate a flexible and dynamic Working Culture, he also encourages transfer of experienced front-line staff to take up back-office supporting duties.

“Always value your staff exactly as you want them to value your customers.”

培養同理心 加強溝通 建立互信

Sean 非常重視信任，尊重及體諒三大素質。不論是儲物櫃使用，員工洗衣服務及制服的設計及舒適度，他認為可以多接受員工的意見，讓他們感到被尊重和重視。

「我們在同一公司內，上司應該嘗試放下不必要的『架子』，同事亦不應該有階級觀念而放棄表達自己有建設性的想法。大家應該多聆聽同事的建議、多讚賞員工的好行為，多從錯誤中學習。」

他對工作充滿執着及熱誠，更希望豎立一個好榜樣，從而增加與不同部門溝通的機會，珍惜彼此。

Develop Empathy, Strengthen Communication and Build Trust

Sean emphasizes on Trust, Respect and Understanding. From small issues such as the use of lockers and staff laundry services to the design and comfort of staff uniform, he treasures staff opinions and wants them to feel respected and involved.

“We are working in the same company. The managers should try to be more open-minded and less bureaucratic in daily operations. For staff, they should express their concerns in constructive ways regardless of their grades. All staff should listen more to each other and managers should promote a Praise Culture for good acts while always remind and learn from our past mistakes.”

He is full of determination and enthusiasm for his new role. He wants to set a good example and increase the chance of communicating with different departments and cherish the contribution from one another.

閒餘喜愛踢足球打保齡球

昔日的他，喜愛運動。閒餘時熱愛踢足球及打保齡球，更不時到外地與航空公司客戶比賽，從而維繫友好關係。他亦鼓勵同事多參與員工活動，以建立開心團隊。

Football and Bowling Fun in spare time

He loves sports and enjoys playing football and bowling in his spare time. He joined overseas competitions with airline customers to maintain friendly relations. He also encourages all colleagues to participate in staff activities to build a happy team.





Harvest Charity Run 2018 慈善迎「豐」跑，共襄善舉

2018年4月22日 星期日 晴

今天，我們一行六個運動健兒參加了由香港職業發展服務處主辦，卡樂B四洲有限公司冠名贊助的慈善「迎豐跑」。

吃着脆口的薯片，一起走過滿載笑聲的旅程。除了可以鍛鍊身體，是次活動所籌得的款項更能幫助社會上有需要人士，可算是一舉三得。

雖然只是短短的三公里，但也別具意義，希望下一次有機會再參與其中。





April 22, 2018 Sunday Sunny

Today, we joined a charity “harvest run” which organised by the Hong Kong Employment Development Service and sponsored by Calbee Four Seas Company Limited.



Our enjoyable journey was full of laughter and crispy chips. This event enabled us to exercise our body and raise fund to help the people in need in society.

Although the walk was just 3 kilometres long, it was a wonderful experience and very meaningful. We hope to participate again in next year.



Let's Talk 人物專訪



LOST & FOUND

Keith Au
Customer Services Officer
(7 years of Service)



Peter Ling
Customer Services Officer
(10 years of Service)

“一日處理過百件行李，
高峰期更高達三百多件。”

Lost & Found的日常工作是什麼？

What is the daily work of Lost & Found?

Keith Au: 主要是尋找行李，處理行李上的問題或投訴，例如，遺失行李，損壞行李及失物，以及聯絡客人拿回失物，主動了解客人的需要，解答客人查詢，與航空公司溝通。

Keith Au: Our duties are mainly focus on baggage, handling problems or complaints, such as lost baggage, damaged baggage and lost properties, as well as contacting customers to get back the lost properties, taking the initiative to understand the needs of the customers, answering customer inquiries and communicating with airlines.



為什麼有興趣加入Lost & Found?

Why are you interested in joining Lost & Found?

Peter Ling: 以前是負責登機閘口的工作，亦因為有Lost & Found 的經驗，後來被委派到這部門。這部門有很大的挑戰性，不時收到客人投訴，以及尋找遺失行李的查詢，我們必需迅速處理。



Peter Ling: I used to handle boarding gates duty. Later on, because of my previous experience with Lost & Found, I was assigned to this section. This section has a lot of challenges. From time to time, we received complaints and enquiries on lost luggage, and we need to respond quickly and properly with efficient handling.





應付不開心的情況之後，如何保持心境開朗？

After dealing with unpleasant situations, how do you cheer up yourself?

Keith Au: 經常提醒自己不要介懷客人的負面情緒，多從客人的角度出發，他們去旅行時遺失了行李或是行李有損壞，生氣也是正常。很多時，客人其實都諒解問題不在我們身上，不是要怪責我們。

Keith Au: I often remind myself not to take the negative emotions from customers too personally. Try to understand from customer's perspective, it is normal to be upset when their luggage is lost or damaged during travelling. Actually most customers understand that the problem is not on us and they do not really want to blame us.



如何處理問題旅客？分享一次難忘的經歷

Can you share an unforgettable experience? How to deal with difficult customers?

Peter Ling: 「我們盡力做到最好。」 有一次被客人不禮貌「問候」，完全不聆聽我們的解釋。客人被其他人誤取行李，我們花了幾天時間尋找。客人看見我們專業的工作態度，並找回遺失行李，最後更獲得客人給予我們書面的讚賞。這些都是我們工作的動力，幫到客人找到行李，開心之餘亦有成功感。最特別是有一次，一位客人以結他伴唱答謝我。

Peter Ling: “We do our best.” Once I was scolded by the customer and he refused to listen to us. The luggage was wrongly taken by another person and we spent few days to find it. The customer saw our professionalism and gave his written compliment of appreciation for finding the luggage. These are the driving forces of my work. I gain the sense of job satisfaction to help customer to find their lost luggage. The most special surprise was once a customer who praised me by singing and playing his guitar.





Compliments to L&F Team from Customers



您的意見 | Your opinions

請選擇意見類別 | Please select type of opinions

☒ 讚賞 | Compliment ☐ 建議 | Suggestion ☐ 查詢 | Enquiry ☐ 投訴 | Complaint

非常感激能獲得 peter ling 的幫助尋獲自己的包包
真得非常感恩。謝謝

VERY EFFICIENT AND PROMPT SERVICE TO RETURN IPAD LEFT
ON FLIGHT THAT AIR PUCKET TO HONG KONG.

Forgot the kids clothes on the plane, from Melbourne ~~And~~ And
it took me less than 30 mins to get my lost bag from
Lost & Found in BTWO

Good Job and thanks for the speed and kindness

THANK YOU SO MUCH FOR EXCELLENT SERVICE IN FINDING MY
SON'S IPAD MINI. WE THOUGHT IT WAS LOST FOREVER
SUPERB CUSTOMER SERVICE

Thank you

感謝您抽空為我們提供寶貴意見 | Thank you for taking the time to communicate with us

員

工

讚

賞

區

Compliment Corner



Keith Au
Customer Services
Officer



Agnes Li
Customer Services
Officer

From: Ho Ting Wing
Taking QF29 on 11 Jan 2018

Forgot the kids clothes on the plane from Melbourne and it took me less than 30 mins to get my lost bag from Lost & Found in 6T100.

Great job and thanks for the speed and kindness.



John Singh
Customer Services Supervisor

From: Carrie Law
Staff Coordination Executive

I appreciate the effort of John in handling the diverted flight.



Lam Wai Keung
Ramp Services Supervisor

From: Joe Kwan
Ramp Services Manager

I appreciate that RSS Lam Wai Keung who found the irregularity case when handling the flight of HX9365/11Apr and prevent discrepancy happen.



Let's Travel 帶你去旅行

In late February, I finally issued a staff ticket to travel to Tokyo.

二月底，我終於有機會成功使用員工機票去東京旅行。

Many people told me that Tokyo is a place that everyone should go at least once in their lifetime and I've always wanted to go to Japan, so this was the perfect time to do it.

很多人告訴我，人生至少要去一次東京，我一直也想去日本，所以這是個合適的時機。

Tokyo, in many ways, is similar to Hong Kong. There are many delicious food spots and outlets to go shopping.

東京有許多與香港相似的地方，有許多美食和購物好去處。

It is also one of the cleanest cities I've ever been to in my life. The people in Tokyo were very polite and willing to help when I got lost and asked for directions.

這也是我感覺最整潔的城市之一。東京人非常有禮貌，當我迷路尋求協助時，他們亦願意幫忙。



Although I wasn't there for long, I managed to visit the famous Tsukiji fish market and the Disneyland of Tokyo.

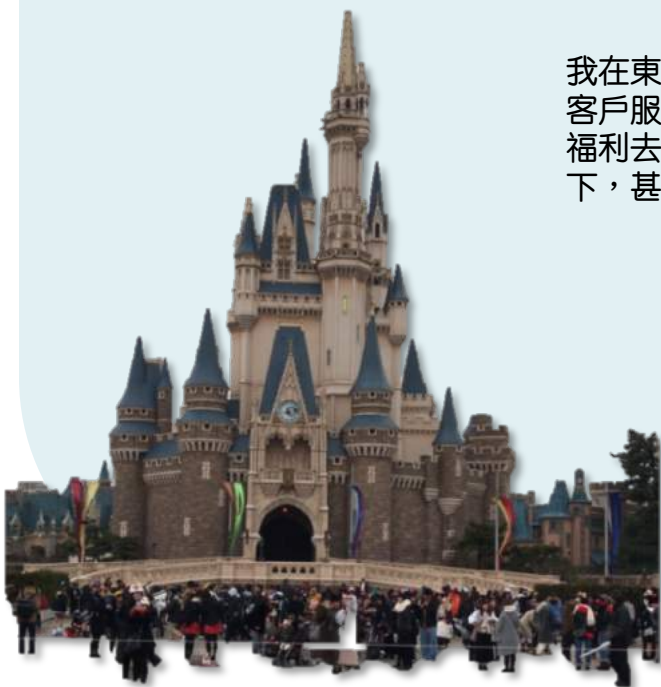


儘管我沒有留在東京很久，但我也參觀了著名的築地魚市場和東京迪士尼樂園。



I had a great time in Tokyo and as a Customer Service Agent, I'm excited that my colleagues and I get the luxury of experiencing these travel benefits so we can relax after working so hard and maybe even learn a thing or two about other cultures.

我在東京度過了愉快的時光，作為一名機場客戶服務員，我很高興能夠和同事享用員工福利去旅行，讓我們努力工作後可以放鬆一下，甚至學習其他國家不同的文化。



Alvin Lo / Passenger Services Department

Staff Meet-Up Session 與管理層對話

員工建議 Staff comment

航務操作組應該再增加兩部對講機作備用，因為有部份已損壞或維修時間太長。

Two more spare walkie-talkies should be added for the Flight Operations Section because of damages or long repairing time.



公司回應 Response

由於對講機安排需時，公司已先向航務操作部增添兩部對講機，並會繼續積極跟進。

Due to the arrangement time of walkie-talkies, the company has added two sets immediately to the Flight Operations Section and will continue to follow-up.

員工建議 Staff comment

公司有部份電腦運作緩慢，有礙同事工作。

Slow-response computers in the department, which hinder the work efficiency.

公司回應 Response

電腦運作緩慢可能由於大量使用，例如：同時多視窗運作或電腦規格無法應對操作。已向資訊科技部部門徵詢意見，並作出跟進。

The slow-response of computer may be due to heavy usage such as multiple windows operation or computer specifications cannot cope with the operation. We have consulted the IT Team for follow-up actions.



Safety First 安全駕駛



Pre-Driving Check

1. Display a valid Airside Vehicle License (AVL) on the windscreen or at a prominent position.
2. Check the tyres are in good condition and inflated to the correct pressure.
3. Check the steering, brakes and electric vehicle snail button are in normal operations.
4. Make sure all lamps and yellow obstruction lights work.
5. Make sure the vehicle or equipment is equipped with a serviceable fire extinguisher.
6. For electric vehicles, make sure it is sufficiently charged to serve the usage purpose.

駕駛前的車輛檢查

1. 在車輛擋風玻璃或顯眼位置，展示有效的機場禁區車輛牌照
2. 所有輪胎狀況良好，並已充氣至正確氣壓
3. 駕駛盤、制動器及電動車蝸牛制運作正常
4. 所有燈號及黃色障礙燈(頂燈)運作正常
5. 車輛配備能有效使用的滅火器
6. 電動車已充電，足以應付運作

WELCOME ON BOARD 歡迎加入

Department 部門	Name 姓名	Position 職位
Passenger Services	WONG KWOK HUNG THOMAS 黃國雄	Administrative Officer (Passenger Operations)
Passenger Services	KWANG TAK PING TAKO 匡德萍	Customer Services Supervisor
Passenger Services	YU PUI YIN JACQUELINE 余佩賢	Customer Services Supervisor
Passenger Services	CHAN WING SUEN SUSANA 陳穎璿	Customer Services Agent
Passenger Services	AU YEUNG YUEN CHING JASMINE 歐陽婉晴	Customer Services Agent
Passenger Services	LAM YUN CHAU RAYMOND 林潤秋	Customer Services Agent
Passenger Services	WAN LAI SZE VENUS 溫麗思	Customer Services Agent
Ramp Services	HA MAN HO SAMUEL 夏文浩	Training & Development Supervisor
Ramp Services	WONG WING KIU QQ 黃穎蕎	Flight Operations Officer
Ramp Services	YEUNG MAN YIN STEVEN 楊民彥	Flight Operations Officer
Ramp Services	LI CHUN YIN KEN 李俊彥	Flight Operations Officer
Ramp Services	WONG HOU YAN DANIEL 黃浩恩	Flight Operations Officer Trainee
Ramp Services	LAM YIN KWAN MAGGIE 林然群	Flight Operations Officer Trainee
Ramp Services	CHU ERNEST KUNG NGAI 朱恭毅	Flight Operations Officer Trainee
Ramp Services	CHAN CHAK YAN JOANNE 陳澤恩	Flight Operations Officer Trainee
Ramp Services	YEUNG HO YAN TERRY 楊浩恩	Flight Operations Officer Trainee
Ramp Services	KONG HO TING ADRIAN 江浩霆	Flight Operations Officer Trainee
Ramp Services	WU MING CHEUNG 胡銘章	Ramp Services Agent 1
Ramp Services	LEUNG WING YUNG 梁詠溶	Ramp Services Agent 1
Ramp Services	LAU WING TAI 劉永泰	Ramp Services Agent 1
Ramp Services	CHOW CHI HUNG KINCENT 周志鴻	Ramp Services Agent 2
Ramp Services	CHAN KWONG CHEONG 陳光昌	Ramp Services Agent 2



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向我們發送短篇文字，分享您的旅行經驗。



- Send us a staff letter with your idea/thoughts. We listen and will relate any relevant ideas to the management.

向我們傾訴您的心聲。
我們會用心聆聽，並向管理層轉達任何相關意見。

SATS HK CONNECT

Email: satshk_newsletter@satshk.com

