

THE NEWSLETTER OF SATS HK LIMITED 新翔 (香港) 有限公司刊物



2018 優質顧客服務頒獎典禮

Customer Service Excellence Programme Award Presentation



We Strive to Provide Excellent Services,
Creating a Good Travelling Experience for Customers
以優良服務打造客戶優質旅行體驗



下續第頁
Turn to Page

SATS HK 資訊 (Facts & Figures)

99.96%

On Time Performance
航班準點率

No. of Employees
員工人數

769

241,800

Passenger Volume
載客量

No. of Customer Airlines
客戶數目

40

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Chairman's Message 主席的話

Dear Colleagues,

First of all, it is with great honour to be invited to serve as the Chairman of the Board of SATS HK Limited. And I would like to express my sincere gratitude to Mr. Stanley Kan for his past leadership and contributions.

Hong Kong International Airport ("HKIA") is one of the world's busiest airports which welcomed 73.6 million passengers and processed 5.1 million tonnes cargo, while the number of airlines operating at HKIA rose to more than 120. Meanwhile, SATS HK Limited is also driven by synergies and supported by our current customers which allow us to continuously expand our client portfolio through excellent ground handling services.

Each colleague of SATS HK should be proud of being part of this spectacular airport ecosystem. The management team will work closely with me in leading the Company's operations to achieve great results and growth. Meanwhile, safety, efficiency and professionalism are the essential elements to develop a valuable and sustainable company.

A company's success does not depend on one person. We need your cooperation and efforts as a team along the way in order to broaden our capabilities and boundaries. Challenges make us stronger. The key is to face them with positive attitudes and conscience to achieve the desired results.

Looking forward, HKIA is a fast-paced working environment that creates both challenges and opportunities. Stay safe and happy at work and enjoy the growth with the Company. As a result, we can share a more prosperous and fruitful future together.

Best wishes and good health!

Henry Ma



親愛的同事：

首先，本人深感榮幸獲邀擔任新翔(香港)有限公司董事會主席一職，藉此亦感謝簡浩賢先生過去的領導及付出。

香港國際機場作為全球第三繁忙的客貨運機場，超過120家航空公司；客運量高達7360萬人次，處理的貨運量多達510萬公噸。新翔(香港)亦有着協同效應及擁有基本顧客的優勢，我們要持續提供優質的地勤服務，做得更好，以贏得更多尊貴客戶。

每一位同事應該為自己能置身其中，成為這龐大體制的其中一份子而感到自豪。我亦會持續與管理團隊合作，用心推動公司以做到最佳營利。同時，同事的安全、工作的效率及專業態度也是缺一不可，這樣才能達到物有所值的目標。

一間公司的成功，並非單靠一人的努力，同事間既要同心協力，發揮團隊精神，堅守自己的崗位。亦要積極面對未來的挑戰，迎難而上，除了滿足到自己要求，更要做到問心無愧。

最後，機場是一個與時間競賽的地方，同事要謹記安全至上，共同健康成長，一同分享美滿的成果。

祝
身心康泰！

馬耀文

“Customer Service Excellence Programme” Award Ceremony
「優質顧客服務計劃」頒獎典禮





The annual “Customer Service Excellence Programme” award ceremony was held on 18 July 2018 at the Hong Kong International Airport in recognition of over 1000 outstanding frontline staff among 73000 airport staff members who demonstrated outstanding customer services during the year 2017/18. About 100 staff members of SATS (HK) received different awards for their quality customer services.

Our staff members, Head of Passengers Services Bryan Foo, two Senior Customer Services Managers Iris Lee and Tommy Cheng, Customer Services Manager Anita Yim, Human Capital Executive Carrie Law and colleagues Dickson Ma and Albee Chan were presented the “Outstanding Customer Service” Corporate Excellence Award in recognition of their professional services and exceptional teamwork in handling a Vietnamese young passenger with his passport stolen while he was travelling in Mauritius and proclaimed inadmissible in Hong Kong.

香港國際機場近日舉行了年度「優質顧客服務計劃」頒獎典禮，表揚過去一年為香港機場作出傑出貢獻的機場員工，得獎者由香港機場73000名員工中選拔而出，今年得獎者逾900名。其中新翔（香港）接近一百名員工獲得不同類別的獎項。

客運服務總監胡淥詠、高級客戶服務經理李鳳儀，鄭榮通、客戶服務經理嚴玉玲、人力資源經理羅嘉勵、員工馬家濠和陳婉詩獲得企業團隊卓越獎的傑出顧客服務大獎，以表揚他們專業的服務及團隊精神，協助一名在旅遊期間被偷去護照，因而滯留香港的越南年輕人。

得獎感言.....



Bryan Foo

助人為快樂之本，以客為本。
今次得獎係客人對同事努力
付出嘅肯定，亦係一個好榜
樣讓同事學習，主動幫助有
需要嘅旅客。



Carrie Law

今次得獎係因為teamwork，
實在有賴各部門嘅合作，自
己亦好開心幫到呢位滯留嘅
旅客。



Tommy Cheng

得獎係意料之外，只希望
多行一步，以心待客，得
獎只係其次，但能夠為公
司增光，都覺得光榮。



Anita Yim

即使有語言不通嘅情況，
我哋用盡辦法協助呢位滯
留青年，能夠安全將佢送
番屋企，比起得獎我哋更
加開心。



Albee Chan

好開心得到呢個獎，因為可
以幫到人，今次得獎令我有
動力做得更好。



Other staff members also awarded “Individual Excellence Award” and “Corporate Excellence Award” at the ceremony.

其他員工分別獲得「個人卓越獎」及企業團隊卓越獎。



Soft Launch of Our New Website SATS HK 推出全新網頁

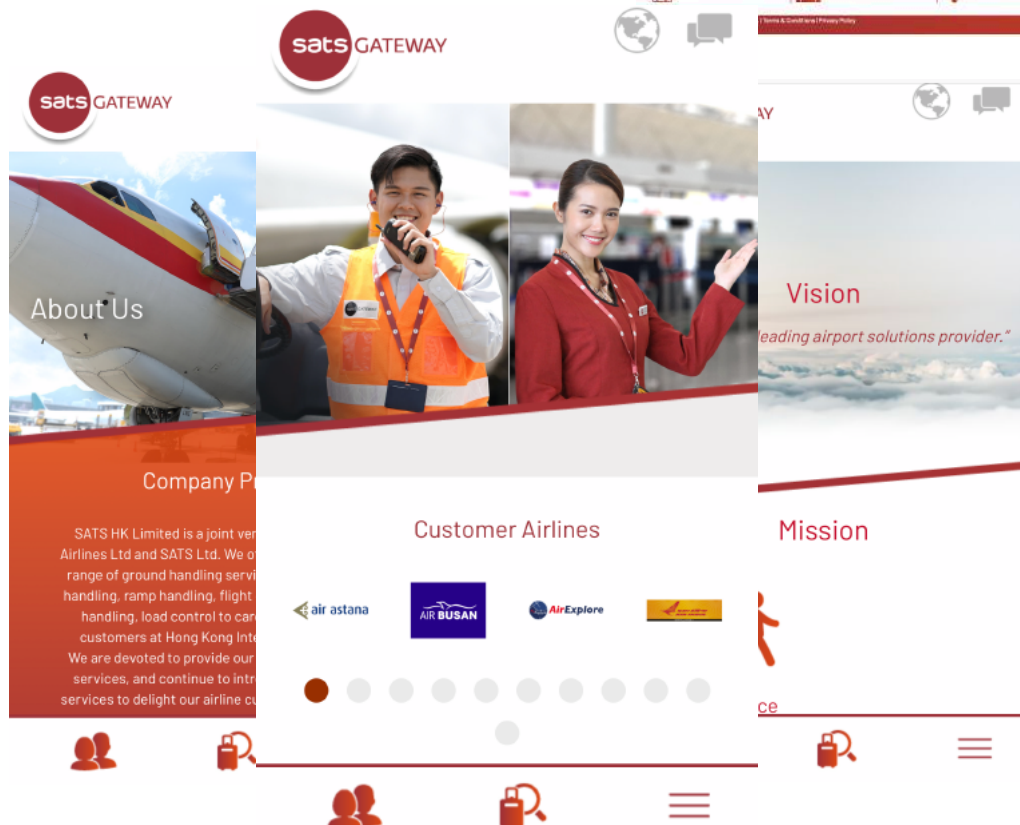


We are pleased to announce the soft launch of our new website on 1 August 2018!

You are welcome to visit us at www.satshk.com

我們欣然宣布，全新網站於2018年8月1日正式推出！

歡迎您體驗我們的新網站 - www.satshk.com



Hong Kong International Airport Career Expo 2018 香港國際機場職業博覽會 2018

On 29 June to 1 July 2018, Airport Authority Hong Kong (AA) and the Labour Department jointly launched the seventh annual "Hong Kong International Airport (HKIA) Career Expo 2018" at the Hong Kong Convention and Exhibition Centre.

SATS HK Limited actively participated in the EXPO 2018, and attracted many candidates to join our big family, to create a good opportunity for their career development, and to have a "flying" dream journey in life.

一年一度由香港機場管理局與勞工處合辦的航空界招聘盛事「香港國際機場職業博覽會2018」已於2018年6月29日至7月1日在香港會議展覽中心順利完滿舉行，今年已是第七年舉辦了。

新翔(香港)有限公司積極參與當中，成功招聘了大量有意在航空界大展拳腳的人才加入我們的大家庭，締造事業發展良機，實踐「飛」一般的夢想之旅。





An in-house Data Privacy Seminar was held on 15 June 2018, by Ms. Grace Hui from the Privacy Commissioner for Personal Data (PCPD). More than 80 SATS HK staff members participated.

The seminar generally introduced the Personal Data (Privacy) Ordinance, the six data protection principles, direct marketing, and offense and compensation.

The speaker also provided a wide variety of practical aviation related scenarios as examples in order to raise colleagues' awareness and understanding of the Personal Data (Privacy) Ordinance.

由香港個人資料私隱專員公署許小姐主講的資料私隱講座，於二零一八年六月十五日順利舉行，有八十多名新翔(香港)員工參與其中。

講座內容包括條例的一般簡介、六項保障資料原則、直接促銷和罪行及補償。

主講者亦為我們提供不同與航空業有關的個案例子，從而加強員工對個人資料(私隱)條例的觸覺及了解。

In-house Data Privacy Seminar 資料私隱講座





HKIA Cup: Bowling Tournament 香港國際機場超霸盃保齡球錦標賽

一年一度「香港國際機場超霸盃保齡球錦標賽」於七月十五日假南華體育會舉行。

是次比賽由公司全額資助同事參與，三位保齡球好手雖然未能在30多隊來自不同的機場同業公司機構突圍而出，但也發揮個人的最佳水準，富有體育精神完成賽事，歡度了愉快的早上。

The annual “HKIA Cup: Bowling Tournament” was held on 15 July at South China Athletic Association.

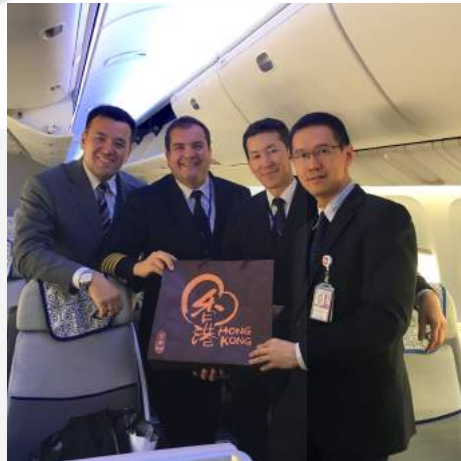
SATS HK team was represented by three staff members and fully sponsored by Company to participate in the tournament. Although they did not win against more than 30 other teams from different airport companies and organisations, they did their utmost to strive for the best score and completed the tournament with best sportsmanship for an entertaining morning.



New Customer – Air Astana 歡迎新客戶 – 阿斯塔納航空



SATS HK is pleased to welcome Air Astana (“KC”) joining us in June 2018. Air Astana is the flag carrier of the Republic of Kazakhstan, based in Almaty, Kazakhstan. The first handled flight, from Almaty to Hong Kong arrived on 1 June. SATS HK is appointed to provide both the passenger and ramp handling services to KC. We look forward to a close partnership with Air Astana.



新翔(香港)很高興宣佈新客戶 – 阿斯塔納航空公司於2018年6月1日加入我們。阿斯塔納航空公司是哈薩克斯坦共和國的國家航空公司，總部設在阿拉木圖。提供由香港來往阿拉木圖的航班。新翔香港十分榮幸為阿斯塔納航空公司提供一站式優越的旅客地勤及停機坪服務。並期待與阿斯塔納航空公司建立更密切的合作關係。



遠赴亞塞拜疆 參觀航空基建 感受風土人情 分享所見所聞

或許很多人對亞塞拜疆這個地方會感到陌生，甚至不會是你的熱門旅遊目的地。而性格好動的馮澍恒（現職見習停機坪主管），懷着強烈好奇心於2018年6月12至17日飛到亞塞拜疆交流，帶大家一起揭開這個神秘面紗，分享他的所見所聞。

Azerbaijan may sound unfamiliar to many people, or even it is not a popular destination for travelling. Our Ramp Services Supervisor Trainee, Eric Fung, is proactive and curious to join an exchange tour to Azerbaijan from 12 to 17 in June. He brings us to unveil its mystery and shares with us what he sees and hears.

澍恒於香港國際航空學院機場服務及營運管理文憑課程畢業，及後加入新翔香港擔任見習停機坪服務主管已經有八個月的時間，亦榮幸獲香港國際航空學院提名參與由大嶼山少年警訊舉辦的五日四夜「亞塞拜疆一帶一路交流團」，這次交流讓澍恒獲益良多。

Eric is graduated from Hong Kong International Aviation Academy (HKIAA) - Certificate in Airport Services & Operations. Afterwards, he joined SATS HK and has been working with the Company for 8 months. He was glad to be nominated by HKIAA to join this 5-day exchange tour to Azerbaijan and it was a rewarding experience for him.





參觀航空學院機場貨運部 與當地學生工作者交流

到訪當地航空學院，讓澍恒大開眼界。「香港國際機場正興建第三跑道，修讀航空業課程可以裝備自己，另覓工作出路。」他坦言當地學生比香港的更為幸運，早在高中時，他們已經可以選讀與航空業有關的課程，相比香港的學科或課程大多規範於文、理，商三大科系。

當中亦有不少資深工作者的經驗之談，透過他們寶貴的分享，讓澍恒明白良好溝通的重要性，例如職場上的工作態度以及待人接物的技巧。他在工作時亦非常虛心學習停機坪不同的器械操作。「器械操作是書本學不到的，很多時需要前輩悉心的指導。」

Visit to the Aviation Academy & Cargo Freight Department Experience Sharing with Local Students and Workers

He visited local aviation academy and it broadened up his vision. "Hong Kong International Airport is building a third runway, we can equip ourselves better with aviation related courses and strive for a new career path." He stated that students of Azerbaijan have more choices than in Hong Kong because they have aviation related courses to choose from since senior high school. Conversely, Hong Kong education is more focus on the subjects of arts, science and business.

During the tour, there were lots of interaction with experienced workers. Through their sharing, he understands that good communication skill is critical at workplace, for examples, work attitude and interpersonal skills. Eric said "Mechanical operation cannot be taught by books, but rely on attentive and professional guidance from mentors."



當地城市規劃及基建完善

「當地政府目光長遠，不論是街燈或電纜在興建及接駁前已經計劃周全。」當地的城市規劃及建設已經非常完善。另外，當地新機場的貨運部處於剛起步階段，即使主要以入口及轉口為主，處理的貨運量亦不及香港機場多。

Comprehensive urban planning and facilities

“Government of Azerbaijan has a long-term vision. All streetlights or cables have been well planned before construction.” The local urban planning and construction are comprehensive. In addition, the cargo freight department of the new local airport is in its infancy. Although it is mainly focus on import and transit cargo, the volume of cargo handles is not as high as Hong Kong International Airport.

獨特風俗文化 當地人友善熱情

亞塞拜疆的生活節奏沒有香港急速，人也比較熱情。「沒有想過有當地陌生人跟我合照，可能我是亞洲人，他們沒有機心及非常友善。」

他坦言交流前後對亞塞拜疆有不同的看法。「出發前覺得這個地方很熱很乾燥，治安不好；但原來治安不差，亦因為較少高樓大廈，空氣流通，比較涼快。」

Uniqueness, Kindness & Enthusiasm

The living pace in Azerbaijan is more relax when compared to Hong Kong and people are more enthusiastic. “I’ve never thought of taking photo with strangers, perhaps I’m an Asian, they’re sincere and friendly.”

He has a different view on Azerbaijan after the trip. “Before the trip, I thought the place is very hot, dry and the social order is bad, but it is the opposite. Also, there are less skyscrapers, therefore, the weather is not as hot as expected.”

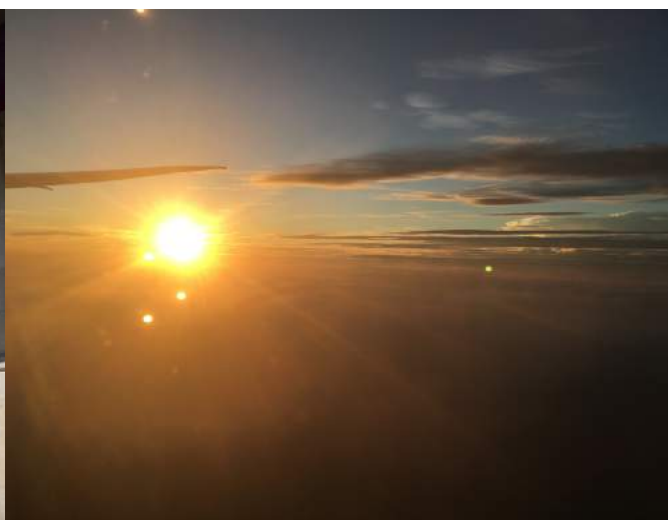


被問到當地的飲食文化，他毫不猶豫回答說當地新鮮的蔬果最為吸引。「當地以東歐式餐飲為主，蕃茄和青瓜亦特別鮮甜可口，百吃不厭。」他更笑言自己嚮往這種歐陸式生活。

For local food culture, he replied without hesitation that he is fond of the fresh fruits and vegetables there. “Mainly Eastern European dining, especially tomatoes and cucumbers taste fresh and sweet.” He really enjoyed the local living style.

是次交流團讓他體驗到當地不同的風俗文化，深入了解巴庫國際機場及貨運部的運作，使他對航空業的興趣更趨濃厚及進一步確定了自己的航空事業方向。

The tour allows him to experience the cultural differences. More importantly, he had a better understanding on the operations of Baku – Heydar Aliyev International Airport and Cargo Services. He has further developed his interests in aviation industry and confirmed his determination to set his career goals.



Compliment Corner 員工讚賞區



Tabby Wong
Customer Services Officer 2

From: Ms. Haria Ami
Taking OZ722 on 29 June 2018

The check-in was smooth & staff was well aware of all requirements. The service was fast and excellent.

Check-in staff – Tabby Wong
(Excellent service)



Agnes Li
Senior Customer Services Officer

From: Mr. Tang Heung Chun
Taking TG600 on 18 June 2018

李小姐 你好：

本人衷心感謝妳的幫忙，因本人的疏忽給妳帶來麻煩.....

感謝妳的幫忙和友善的態度

謝謝！



Chloe Wong
Customer Services Officer 1



Kenny Shum
Customer Services Officer 2



Katie Lee
Customer Services Supervisor

From: Ms. Thanathongkvn Uarin
Taking TG101 on 15 June 2018

I travel on Thai airways to BKK today. I really appreciate for your help and caring to elderly people to get on your flight. I can't write in Chinese and don't know how to go to bridge gate. Your check-in staff at counter really helpful and assist me to the plane. Thank you so much.



Kenneth Lau
Customer Services Officer 2

From: Mr. Yiu Kwong Yin
Taking MH73 on 14 June 2018

Very very helpful and patient. A model worker in your company with much appreciation.



Ting So
Customer Services Officer 2

From: Ms. Kang Jia Wen, Crystal
Taking MH73 on 14 June 2018

The service at the check-in counter is very good. Staff on duty is patient and considered enough to help and guide us.

Let's Travel 帶你去旅行



I have been to Shanghai several times and have seen most of the usual tourist attractions.

This time, I went to somewhere near the edge of Shanghai. “Thames Town” is a residential area with appearance of an English town along a river and with a church and a typical town central square. This experience was really much more impressive than I thought it would be as the ambience encourages visitors to sit back, relax and laugh a bit, while escaping from the real world.

If you are a food lover, you cannot miss “Jia Jia Tang Bao” where they serve the best soup dumplings – “Xiao Long Bao”. Inside the dumpling skin, is hot soup with crab and pork fillings. So yummy! Although the restaurant isn’t very spacious, it is always packed with constant flow of visitors. It worths to try this signature food of Shanghai.

The 3-day trip ended very fast, I missed the places and food in Shanghai and it is definitely a great choice for a weekend getaway.

我曾到上海幾次，遊覽過很多旅遊熱點。

我去了遠離上海市區的一個地方。「泰晤士小鎮」是一個住宅區，看起來像一個沿河的英國小鎮，並配有一個仍然使用中的大型教區教堂和典型的英國市中心廣場。這次體驗比我預期中更吸引及讚嘆，因為這個小鎮迫使遊客坐下來，放鬆一下，笑一下，或試圖逃離現實世界。

另外一個你不能錯過的地方是佳家湯包，這裡有最好吃的湯餃 – “小籠包”。湯餃皮裡充滿湯汁、美味的蟹肉和豬肉餡。雖然餐廳不是很寬敞，並且有不少遊客慕名而來，但這種特色美食也值得一試。

為期三天的旅行過得很快，我回味上海的地方和美食，這絕對是周末快閃旅行的絕佳之選。

Thomas Lam / Human Capital

Staff Meet-up Session 與管理層對話



停機坪部門的員工建議出席率不是全勤時，也不要扣減駕駛津貼及升降檯操作津貼。
Staff of Ramp Services Department suggests that no deduction for driving and loader allowance even when no full attendance record.

管理層已接受員工的意見，並發出通告，由2018年9月1日起，每月升降台操作及駕駛操作津貼的發放準則將會更新為固定性發放給合資格同事。合資格同事必須當月工作表現良好，包括沒有違反安全守則及紀律處分。

Management have reviewed the suggestion and issued a memo about no deduction for driving and loader allowance with effective on 1 Sep 2018 but subject to satisfactory performance during the month including but not limited to zero safety infringement and disciplinary cases.

做機時不夠工具車使用，需要四圍撿拾多利和等待其他車頭工具。GSEL所維修後的工具車經常出現故障。

Ground Support Equipment (GSE) is not enough for operation. It's difficult to look for spare dollies and other equipment before operation. The equipment repaired by GESL is out of order occasionally.

管理層回應，有60台工具車、114 LD7多利、98 LD3 多利已送抵公司。10輛電動拖拉機和23輛柴油拖拉機預計將於9月/或10月抵達。新多利亦會安裝GPS電子系統，預計明年中旬可以使用
Management replies that 60 baggage carts, 114 LD7 (pallet) dollies and 98 LD3 (AKE) dollies have arrived. 10 Electric tractors and 23 Diesel tractors are expected to arrive in Sept/Oct. GPS system will be installed in new dollies which will be in use in mid-2019.

部份辦公室員工儲物櫃沒有鎖頭。

Some cabinets for office staff are without locks.

行政及支援服務部回應，有需要維修或安裝鎖頭可以書面申請。

Administration & Support Services Department replies that Purchase Requisition form can be submitted for repairing or installing a lock for cabinets if necessary.

希望公司能夠考慮提供盒裝紙巾

Company may consider offering box tissue paper to staff.

如公司有財政預算可作考慮，但也必須符合環保原則。

If Company has a budget, this suggestion will be taken into consideration, but it must also be environmental friendly.

有部分對講機電池損壞，要求更換。

Some batteries of the walkie-talkies are broken, replacement has been requested.

公司已購入新電池，並聯絡供應商加快送貨。如發現有對講機損壞，會安排維修。

The new batteries have been purchased and contacted vendor to speed up the delivery. Walkie-talkie will send for repair once it is found out of order.

機場閃電安全你要知 Safety – Airport Lightning

DO

留在機場內的安全地方 Stay at Safe Places at the Airport

- 1) 避雷亭 Lightning Shelter
- 2) 客運大樓內 Inside the Terminal Building
- 3) 客運大樓附近 Near the Terminal Building
- 4) 在車輛或飛機內 Inside Vehicles or Aircrafts

切勿在露天地方停留及停止一切與地勤服務有關的活動

Do not stay in open areas and suspend all aircraft ground services activities

切勿站近飛機引擎

Do not stand near aircraft engines

切勿站近登機橋轉台立柱

Do not stand near an airbridge rotunda

切勿站近飛機機輪或站在機腹下

Do not stand near aircraft wheels or beneath an aircraft belly

切勿聚集

Do not stay in groups

切勿站近高桅杆

Do not stand close to a high mast

切勿站近獨立大型的金屬構築物，例如維修平台、梯子、鐵絲網或金屬網、欄杆或管道，例如燈柱

Do not stand near isolated large metallic structures, such as maintenance platform, steps, wire or metal fence, rail or pipe such as lamppost

Don't!

WELCOME ON BOARD 歡迎加入

Department	Name	Position
Human Capital	TO MAN HEI TOM 杜文希	Human Capital Supervisor
Safety and Quality Assurance	SIN WING LIN LEO 冼永年	Safety Manager
Safety and Quality Assurance	TSANG KWOK CHOI THOMAS 曾國才	Quality Assurance Executive
Safety and Quality Assurance	WAN HO KWAN JIM 尹浩均	Safety Supervisor
Finance Department	TAM HOI LAN TAMMY 譚凱蘭	Accounting Officer
Administration and Support Services	CHAU YUET YEE MONEAL 周玥綺	Senior Procurement and Administration Manager
Administration and Support Services	CHEUNG HIU KWAN ANGEL 張曉君	Procurement and Administration Executive
Administration and Support Services	KWONG PUI LAM CHRIS 鄺沛霖	Administrative Officer
Administration and Support Services	NG WAI YEE CHLOE 吳慧儀	Administrative Officer
Administration and Support Services	CHAM HO YI KOEY 湛可兒	Administrative Officer
Passenger Services	NG HON KEUNG NETZER 伍漢強	Customer Services Manager (Operations Performance & Resources Planning)
Passenger Services	CHOI SUN AE JESSICA 崔仙愛	Customer Services Manager
Passenger Services	HO CHEUK TING JANET 何卓婷	Senior Training and Development Officer
Passenger Services	CHAU SUK FAN ANGEL 鄒淑芬	Senior Administrative Officer (Passenger Operations)
Passenger Services	CHAU KA LEUNG HENRY 周家良	Senior Customer Services Officer
Passenger Services	TANG XUAN RITA 湯璇	Customer Services Officer 1
Passenger Services	LI KA MING RAYMOND 李家銘	Customer Services Officer 1
Passenger Services	HO WING YAN CATHERINE 何穎茵	Customer Services Officer 1
Passenger Services	MAK HO CHIU KENNY 麥浩釗	Customer Services Officer 1
Passenger Services	MA HOI YING MANDY 馬愷盈	Customer Services Officer 1
Passenger Services	LEE KA MAN CARMAN 李嘉文	Customer Services Officer 1
Passenger Services	LAM YAN YEE CARLY 林欣宜	Customer Services Officer 1
Passenger Services	CHAN HON KAM GRACE 陳漢琴	Customer Services Officer 1
Passenger Services	LI CHUN LEUNG GARY 李震樑	Customer Services Officer 1
Passenger Services	WONG CHEUK YAN YANMI 黃卓恩	Customer Services Officer 1
Passenger Services	CHAN LONG YAT DOUGLAS 陳朗逸	Part-time Customer Services Officer 1
Passenger Services	WONG PAK HEI MATTHEW 黃柏曦	Part-time Customer Services Officer 1
Ramp Services	WONG MAN HO 黃敏豪	Ramp Services Manager (Operations)
Ramp Services	LU ZHISHENG 陸志升	Ramp Services Supervisor
Ramp Services	SIU KOK YIN PETER 邵覺賢	Ramp Services Supervisor Trainee
Ramp Services	YIM KWOK HING 嚴國興	Ramp Services Officer 3
Ramp Services	WONG WAI KWONG 王偉光	Ramp Services Officer 2
Ramp Services	CHAU SZE PING PAUL 周史平	Ramp Services Officer 2
Ramp Services	TANG NOK HANG GARY 鄧諾恒	Ramp Services Officer 2
Ramp Services	LAM HOI CHUN ALEX 林凱俊	Ramp Services Officer 2
Ramp Services	CHEUNG CHI WANG AMOUR 張志宏	Ramp Services Officer 2
Ramp Services	LIU WAI KWONG 廖偉光	Ramp Services Officer 2
Ramp Services	SAROJ KUMAR 余子正	Ramp Services Officer 2
Ramp Services	DE SOUZA LUIZ RAFAEL	Flight Operations Supervisor
Ramp Services	CHAU KA WAI KEVIN 周嘉偉	Flight Operations Officer Trainee
Ramp Services	KWAN HO PAN TERRENCE 關浩斌	Flight Operations Officer Trainee
Ramp Services	MAK HING YEE ROSEBEL 麥馨儀	Flight Operations Officer Trainee
Ramp Services	KAM TSZ YING FIONI 甘沚盈	Flight Operations Officer Trainee
Ramp Services	TSE TING CHUN 謝庭俊	Flight Operations Officer Trainee



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- ★ Send us a staff letter with your idea/thoughts.
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我們會用心聆聽，並向管理層轉達任何相關意見。



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