



SATS HK 資訊 (Facts & Figures)



99.99%

On Time Performance
航班準點率

No. of Employees
員工人數

1021

398,107

Passenger Volume
載客量

No. of Customer Airlines
客戶數目

40

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General Manager's Message

總經理的話



Dear Colleagues,

With the Easter holidays peak travel season just passed, I would like to take the chance to express our heartfelt gratitude to the frontline staff and operation teams for working hard during this busy period and strive their best to serve our customers with quality services.

As one of the ground handlers at the HKIA, we should at all times focus on professionalism, safety, security, efficiency and accuracy. The airport is a fast-paced challenging working environment and our daily work is closely related to all other service providers as well as governmental authorities.

To achieve a high level of satisfaction from our customers, your greatest efforts, continuous support and dedication to the company is very much appreciated.

We will enter into the rainfall and typhoon season in the next coming months, it will require our extra perseverance and safety awareness to manage flight disruptions due to adverse weather. We will also share the new 2019 Key Performance Indicators (“KPI”) with all staff shortly. SATS HK will continue to improve and grow rapidly. Let's join hands to make a better year.

Thank you.

親愛的同事，

隨著復活節假期旅遊旺季結束，藉此衷心感謝前線員工和運營團隊在這段繁忙時期的付出，努力為客戶提供優質的地勤服務。

作為香港國際機場其一的地勤公司，我們應時刻注意服務的質素，安全，保安，效率和準確性。機場是一個與時間競賽，以及富有挑戰性的工作環境，我們的日常工作與所有其他航空公司以及政府機構息息相關。為了獲得更高的客戶滿意度，你們最大的努力，持續的支持和對公司的付出是不可缺少。

未來數月將進入雨季和颱風季節，這需要我們更多的毅力和安全意識來處理因惡劣天氣導致的航班改動。我們亦將會向所有員工公佈2019年新的關鍵表現指標(“KPI”)。新翔(香港)會繼續前進並快速發展，讓我們攜手共創更豐盛的一年。

謝謝。

Benny Chan 陳炳科
General Manager of SATS HK Limited
新翔(香港)有限公司總經理



A prayer ceremony was held successfully on 19 February, 2019.

Mr. Ben Wong, Chairman of the Board of SATS HK and our management team have hosted the ceremony. Praying for good fortune for the Company and all employees in the coming year.

In traditional business, the owner makes offerings to the Gods with three kinds of meats and fruits and shared the joy of sumptuous dishes with colleagues.

祈福拜神於2019年2月19日順利圓滿結束。

新翔(香港)董事會主席王證皓先生與管理層主持儀式，祈求神明保佑公司業務蒸蒸日上及所有員工平安，來年事事順利。

傳統上會備好三牲、齋菜、生果等祭品拜祭土地公，公司更準備了豐富的菜餚與同事共享。





多謝你的參與！

Thank you for your participation!

Each participant will be awarded a **Teeth Care Gift Set**

參加者可獲得 **精美牙齒護理禮品包一份**





2019 'Happy Company' Label Presentation Ceremony was held on 11 April 2019 at the Jockey Club Auditorium, Hong Kong Polytechnic University.

SATS HK Limited is honoured to receive the 'Happy Company' label by vowing to create a happy workplace culture and raise the happiness-at-work level of their workforce under the 'Happiness-at-work Promotional Scheme', which jointly organised by the Promoting Happiness Index Foundation and the Hong Kong Productivity Council.

「開心企業」標誌頒獎典禮 2019於2019年4月11日假香港理工大學賽馬綜藝館舉行。

新翔(香港)有限公司榮幸獲頒發「開心企業」標誌。我們參加了由香港提升快樂指數基金及香港生產力促進局合辦的「開心工作間」推廣計劃，並承諾建設愉快的工作環境，提升員工工作快樂水平。





Providing excellent services and creating a good travelling experience for passengers have always been one of our missions. It cannot be achieved without hard work and efforts from our colleagues.

We are pleased to receive a compliment of colleagues' outstanding performance again in last year on 26 December. On that day, a group 8 passengers took HK Express flight UO753 from Hong Kong to Chiang Mai. There were three front-line staff of SATS HK took good care of and assisted a child with visceral disability and need WCHC services. Also, they arranged an upfront seat for them to reduce the inconvenience of boarding.

The passengers are touched by the eagerly attentive services and thank you for your great efforts.

為客戶提供優質的旅程體驗是公司的使命之一，若然沒有員工的努力是不可能達到。

於去年12月26日，同事傑出的表現再次獲得乘客讚賞。當天，有一行八人的乘客乘搭香港快運 UO753 由香港飛往清邁，有三名新翔(香港)的前線員工悉心照顧和協助一名身體有殘疾及有特別需要的同行小童，並安排較前的座位以減低登機的不便。

同事殷勤的服務感動了這位乘客，公司亦感謝你們的付出。

Date: 26 Dec 2018

Time: 15:00

Venue: HK Airport/ HKEExpress Counter

People: Candy Chan, Tommy Wong, Moses Leung

Theme: People with Heart serving the needed

People with special needs face a lot of difficulties during travel even for just entering a plane. However this is not understood or recognized by many service providers and usually we spend lots of time explaining our needs and requesting the help.

Candy, Tommy and Moses understood the challenges for my niece, who is physically impaired, to take the plane before we requested. They spent extra time to coordinate with different teams in Hong Kong and ChiangMai to arrange assistance for boarding and even rearrange the seats on board at last minute to minimize our inconveniences.

We deeply appreciate their thoughtfulness and kind help.





Antonio Lee
Customer Services Officer 2

From: Choi Ching Wah
Taking OD606 on 11 Dec 2018

詳細解釋我們的問題，
下次會再考慮乘坐同一
航空公司。



Crystal Chan
Customer Services Officer 2

From: Lim Kok Leong
Taking FY7021 on 5 Dec 2018

My booking number is
not shown on the ticket.
However, Crystal is very
helpful in smoothening
the check in process.



May Chan
Customer Services Officer 2

From: Ellanaty Binti Abdullah
Taking MH073 on 14 Nov 2018

Good check-in experience
with short waiting time
required. Super friendly
service attitude.



Ceci Tam
Sr Customer Services Officer

From: Yan Kin Wah
Taking VJ877 on 23 Dec 2018

I highly appreciate the professionalism
of Ceci. One of our family members left
his passport behind at home and
needed to rush back. Ceci helped us
reserve the seat first in order to ensure
our consecutive seats. She escorted
him to the boarding gate smoothly
upon his return to the check-in counter.
Excellent service.



Yiki Kei
Customer Services Officer 2

From: Ten Gi Peing
Taking OD606 on 27 Dec 2018

感謝登機櫃位服務人員
的幫忙，下次也要乘搭
同一航班。



Yanni Lau
Sr Customer Services Officer

From: Chan Lay Chin
Taking MH433 on 14 Dec 2018

地勤人員的服務實在
太好了。詳細地為我
們講解時間和地點，
溫馨地提醒我們千萬
別錯過航班。



I have applied for staff discount tickets to travel for many times and the success rate is 99.9%.

This Time, I went to Xiangshan in Taipei with my Taiwanese friends for a night walk. Xiangshan is located in Xinyi district of Taipei and the trail is easy to walk and short. After 20 minutes of walking, you can take a deep breath of the fresh air and enjoy spectacular scenery of Taipei 101 and the city.

The shape of Xiangshan looks alike the head of an elephant. You can take MRT and get off at Xiangshan station. After that, you can reach the starting point of the trail in 15 minutes by following the signs.

The trail is paved with stone staircase, I am sure it is just a piece of cake for hike lovers. I also suggest that you can go to Xiangshan during the day since the view of Taipei 101 and the Xinyi district are also fabulous in the sun.

Last but not least, I would like to say a big thank you to the colleagues of Staff Travel for their patience in answering enquiries about applying staff tickets.

這次已經不是我第一次申請員工優惠機票去旅行了，成功率達99.9%。

這趟旅程我選擇了台北，首次跟台灣朋友夜行象山。象山位於台北信義區，而且路段簡單快捷，只要走二十分鐘便可以欣賞到台北101和城市美景，呼吸新鮮空氣，超級美！

象山得其名是因為外形像象頭。如果坐捷運可以在象山站下車，跟著指示牌大概走15分鐘便到達登山口。

這條行山徑全程都是鋪好的石階梯，對於行山愛好者絕對沒有難度。我也建議大家可以白天來象山，因為可以看日光下的台北101還有信義區景觀也非常美！

最後，要特別感謝Staff Travel 的同事，每次都耐心解答申請機票的問題，清晰明確。



Queenie Lau / PSD



Department

Safety & Quality Assurance

Operation Planning & Support

Passenger Services

Passenger Services

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Name

LAM PUI KI EMILY 林佩琪

NG PAK KIN KENNETH 吳栢堅

LO WAI HONG KENNY 盧偉康

SEE CHO KEI GARY

LEE WAI MING ESTHER 李慧銘

HUNG HIU HANG HANNAH 洪曉恒

LEUNG WAI NAM RITA 梁韋嵐

WAN YUEN YEE YVONNE 尹婉儀

NG LAI MAN KATHY 吳勵汶

WONG TSZ HIM KEITH 黃子謙

LAI KAM FUNG KANE 黎鑑鋒

LAU YUK MAN MICHELLE 劉煜敏

CHAN CHUN JOANN 陳臻

LAKCHAI PRANGTHIP 陳麗琦

CHAN SZE WING CECI 陳詩穎

WONG YIN YING ELINE 黃彥瑛

WONG SHI NING BONNIE 黃書寧

LI CHI YEUNG CLARENCE

LEONG CHING KEI SALLY

SHUM SING WA TOMMY 岑星華

CRUZ JOHN KRISTOFFER JOHN

CHAN KA HO STEVEN 陳家豪

LEUNG HIU LAM RACHEL 梁曉藍

KAUR JASKIRAN JASSI

PUN AAKANSHA

CHONG KA YAN KELLY 莊嘉欣

YU KWUN SING EDWARD 余冠昇

NG TSZ KAI VANESSA 伍子佳

SHEN DICK MING EDDY 沈迪銘

CHAN CHOI SHING WICKY 陳才盛

GURUNG RUPESH

NYARKO GIDEON 亞古利安

CHEUNG KA CHUN JASON 張嘉俊

FUNG HO HIN 馮浩軒

AFRAM SAMUEL

LAM MOON CHUEN 林滿全

DENG ZHUHUI 鄧柱輝

CHAU WING LOK 周永樂

LO KING SING 盧勁成

JELLANI AHMED

KHAN SAYYAD

ARSHAD HUSSAIN SHAH

SHAHZAD

MOHAMMAD IKHLAQ 丁尹克

SZE CHI LIK 施自力

SINGH SARANJIT 沙利星

NASIR-ALI 阿力

TAHIRU IBRAHIM

CARMONA RONALD MALLARI

WONG TSZ SAU 黃子修

YUNG WAI SHUN TERRY 容煒順

TAM WAI PONG 譚偉邦

VILLEGAS RODELIO R.

Position

Quality Assurance Executive

Network and System Engineer

Customer Services Manager

Customer Services Supervisor

Customer Services Supervisor

Senior Customer Services Officer

Senior Customer Services Officer

Senior Customer Services Officer

Senior Customer Services Officer

Senior Customer Services Officer

Senior Customer Services Officer

Senior Customer Services Officer

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Department

Name

Position

Ramp Services	KONG SHING CHEE TIMOTHY 江承志	Flight Operations Supervisor
Ramp Services	FUNG WAI KIT FELIX 馮煒傑	Senior Flight Operations Officer
Ramp Services	CHU PUI PAK PAT 朱佩碧	Senior Flight Operations Officer
Ramp Services	LEUNG TSZ WUN JESSIE 梁芷嫻	Flight Operations Officer Trainee
Ramp Services	LAM TSZ HONG NICKOLAS 林子康	Flight Operations Officer Trainee
Ramp Services	WONG KIN YI AREY 黃健怡	Flight Operations Officer Trainee
Ramp Services	FUNG MAN HUEN AGNES 馮民萱	Flight Operations Officer Trainee
Ramp Services	WONG TSZ CHUNG JOLLY 黃子聰	Flight Operations Officer Trainee
Ramp Services	LAU WING LAM ANGEL 劉穎霖	Flight Operations Officer Trainee
Ramp Services	YUEN ANTONY KWOK CHEUNG 袁國彰	Flight Operations Officer Trainee
Ramp Services	LO CHEUNG AU ABBY 羅翔鵬	Ramp Services Supervisor Trainee
Ramp Services	LIM CHUN SAN JASON 林晉榮	Ramp Services Supervisor Trainee
Ramp Services	MAK HO WAI HOWARD 麥浩威	Ramp Services Supervisor Trainee
Ramp Services	CHAN KAU KAN 陳九根	Ramp Services Officer 3
Ramp Services	CHOI LEUNG YAU 蔡良友	Ramp Services Officer 3
Ramp Services	LEE CHUN HEI MOSES 李雋熙	Ramp Services Officer 2
Ramp Services	CHAN KOK CHUNG 陳國宗	Ramp Services Officer 2
Ramp Services	LAI CHAK SHING 黎澤盛	Ramp Services Officer 2
Ramp Services	CHANDRATRE GOURAV 陳金	Ramp Services Officer 2
Ramp Services	WONG PING NAM 王炳南	Ramp Services Officer 2
Ramp Services	CHANDRATRE GOURAV 陳金	Ramp Services Officer 2
Ramp Services	KHAN RAMEEZ SHAHZAD 爽利沙	Ramp Services Officer 2
Ramp Services	SINGH MANPREET SINGH	Ramp Services Officer 2
Ramp Services	SHA-NAWAZ 沙卓華	Ramp Services Officer 2
Ramp Services	ILYAS MOHAMMAD 雅里安	Ramp Services Officer 2
Ramp Services	CHAN FUNG CHEUNG 陳逢章	Ramp Services Officer 2
Ramp Services	KHURSHID ADIL	Ramp Services Officer 2
Ramp Services	KHAN SHAFIQ 石志輝	Ramp Services Officer 2
Ramp Services	HUSSAIN ANSAR	Ramp Services Officer 2
Ramp Services	AHMED WAQAS 華加	Ramp Services Officer 2
Ramp Services	LEUNG YUI CHEONG 梁銳昌	Ramp Services Officer 2
Ramp Services	TAN PUI PUI 譚培培	Ramp Services Officer 1
Ramp Services	AKHTAR SHAHID	Ramp Services Officer 1
Ramp Services	AYAZ	Ramp Services Officer 1
Ramp Services	LOK KAH WENG 陸嘉榮	Ramp Services Officer 1
Ramp Services	CHANG MAN HON 鄭文瀚	Ramp Services Officer 1
Ramp Services	SYLVANUS COLLINS	Ramp Services Officer 1
Ramp Services	LEE JOSHUA 李佐亨	Ramp Services Officer 1
Ramp Services	ALI AHMED 阿文	Ramp Services Officer 1
Ramp Services	IQBAL NAQAASH	Ramp Services Officer 1
Ramp Services	AZAM NABEEL	Ramp Services Officer 1
Ramp Services	SINGH JAGPAL	Ramp Services Officer 1
Ramp Services	MOHAMMAD SAJJAD	Ramp Services Officer 1
Service Control	CHUA JONATHAN SANDY RUSSELL 蔡怡山	Senior Services Control Officer
Service Control	CHAN PUI FONG ANNIE 陳沛芳	Senior Services Control Officer
Service Control	LAW CHUNG HIN DAVID 羅頌衍	Crew Transport Officer
Service Control	LEUNG KAM LING 梁金鈴	Crew Transport Officer
Service Control	PANG KAM MING PAUL 彭金明	Crew Transport Officer
Service Control	CHOI MAN LAN CONNIE 蔡文蘭	Crew Transport Officer
Service Control	WONG SUM KIT 黃深傑	Crew Transport Officer



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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 Limited



satshk

Our Website



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