

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



SATS HK 資訊 (Facts & Figures)



99.98%

On Time Performance
航班準點率

No. of Employees
員工人數

1120

402,929

Passenger Volume
載客量

No. of Customer Airlines
客戶數目

39

03	Message from Head of Ramp Services 停機坪服務總監的話
-----------	---

	HKIA Career Expo 2019 香港國際機場 2019 職業博覽會	04
--	--	-----------

05	EXTRA MILES Anniversary Event 2019 「EXTRA MILE 里·想高飛」周年活動 2019
-----------	---

	New Customer Airlines – Eznis Airways 新航空公司客戶 – 伊斯尼斯航空	06
--	---	-----------

07	5 Years+ Caring Company Logo 「商界展關懷 5+」標誌
-----------	--

	Let's Talk – Head of Passenger Services 人物專訪 – 客運服務總監	08
--	--	-----------

12	Let's Travel – Three Days in Taipei 帶你去旅行 – 台北三天遊
-----------	--

	Compliment Corner 員工讚賞區	13
--	----------------------------	-----------

14	Welcome On Board 歡迎加入
-----------	--------------------------

Message from Head of Ramp Services

停機坪服務總監的話



Dear Colleagues,

This is my 21st year working in the Hong Kong Airport, I have been experiencing the rapid development of Hong Kong Airport, and overcoming different challenges with SATS HK. With more airport infrastructures established, for example, Third-runway system, we will have greater business development.

In recent years, SATS HK has significant marketing growth and serving more customer airlines, you may easily see our staff always working in Passenger Terminal, Midfield Concourse and Cargo apron.

Summer is not only a good season for travel, and also a peak season for us. From receiving passengers, boarding and delivering baggage, we all are a crucial key to provide a safe and on-time service to customers.

Working on aprons is not an easy job. Not matter there is storming, raining or hot, colleagues still pay effort to finish flight safely and timely. They shall be received appreciations and recognitions. In the meantime, safe working is also our upmost concern. Apart from providing high quality of service to customers, we shall have strong safety awareness to ensure safe working environment to colleagues. Let's achieve more!

親愛的同事，

在機場工作迎來第21年之際，我亦同時經歷着香港機場的發展，及與新翔(香港)共同跨越不同的挑戰。相信隨着香港機場未來更多基建落成，如三跑道系統，我們會有更大的發展空間。近年，新翔(香港)增加不少新客戶，客運大樓、中場客運廊及貨運停機坪，都經常見到新翔員工的身影。

炎炎夏日，是旅遊絕佳日子，更是繁忙的季節。由接待旅客、協助乘客登上航班至運送每一件行李，大家都是當中重要的一環，我們都期望乘客能安全及準時到達目的地。

在停機坪工作，從來不是一件易事。風吹雨打，烈日當空，大家仍盡心盡力，抓緊時間，高效及準確完成航班。這一份忍耐及堅持十分值得欣賞及讚揚，停機坪優質服務亦由此建立。與此同時，我們關心亦重視安全工作，安全意識不應鬆懈，讓我們共同締造更安全的工作環境，提供更優質的服務，見證豐收的成果。

William Chau 周渭林
Head of Ramp Services of SATS HK Limited
新翔(香港)有限公司停機坪服務總監



The annual Hong Kong International Airport Career Expo 2019, which jointly launched by Airport Authority Hong Kong and the Labour Department, is held successfully at the Hong Kong Convention and Exhibition Centre from 31 May to 2 June.

一年一度由香港機場管理局與勞工處合辦的「香港國際機場職業博覽會2019」，於5月31日至6月2日假香港會議展覽中心舉行，並順利完滿結束。

The Expo offers over 4,000 job openings at more than 40 companies across the airport community. Our Company has recruited many high caliber individuals to join our SATS HK Team.

是次博覽會有超過 40 家機場同業公司提供逾 4 000 個職位空缺。我們亦成功招聘不少人才加入新翔(香港)團隊。





EXTRA MILE celebrated its first anniversary on 22 May 2019. The Guest of Honour, Mr Matthew Cheung, Chief Secretary for Administration and Mr Fred Lam, CEO of Airport Authority Hong Kong delivered inspiring speeches to encourage participants.

As one of the strategic partners of the programme, our ramp operation colleague, Lam Ka Ho, has joined one of the three programmes, namely “Working Holiday@Lantau”, which matches participants with jobs at Hong Kong International Airport (HKIA) and encompass accommodation nearby the Airport.

The project aims to develop and nurture talent, promote social mobility and contribute to the development of HKIA and the society.

「EXTRA MILE 里·想高飛」於2019年5月22日慶祝項目成立一周年。主禮嘉賓政務司司長張建宗、機場管理局行政總裁林天福致辭勉勵計劃參加者。

作為計劃的策略合作夥伴之一，我們的前線停機坪同事－林嘉豪參加了三項計劃其中之一名為「工作x假期@大嶼山」的計劃，此計劃為參加者配對機場工作，以及包括安排鄰近機場的住宿。

這計劃旨在發展及培育人才、促進社會流動、並為機場和香港的發展作出貢獻。





We are pleased to be appointed by Eznis Airways as the airlines' ground handler in Hong Kong.

SATS HK offers a full suite of services, including passenger and ramp service to our new airlines customer – Eznis Airways from 03 June 2019. Eznis Airways operates B737, flying from Ulaanbaatar in Mongolia to Hong Kong.

我們十分高興成為伊斯尼斯航空的地勤服務供應商。

新翔(香港)將由6月3日開始為我們新客戶伊斯尼斯航空提供乘客及停機坪服務。伊斯尼斯航空將營運B737客機來往蒙古烏蘭巴托和香港的航線。



5 Years+ Caring Company Logo

「商界展關懷 5+」標誌



SATS HK Limited is honoured to receive the Caring Company logo for six consecutive years (2013–2019), in recognition of our commitment in Caring for the Community, Caring for the Employees and Caring for the Environment over the past years.

The Caring Company Scheme is launched by the Hong Kong Council of Social Service. It aims to foster strategic partnerships between the business and social services sectors to promote good corporate citizenship and create a more inclusive society.

新翔(香港)有限公司十分榮幸連續六年 (2013–2019) 獲頒發「商界展關懷5+」標誌以示嘉許，並表揚公司於過去對關懷社區，關懷員工及關懷環境的承擔。

由香港社會服務聯會舉辦的2018/19年度「商界展關懷」計劃，旨在促進商界與社會服務界之間的策略性伙伴合作，共同推動企業社會責任，建設共融社會。





**Working at the Airport,
Don't burn your bridges.**
在機場工作，山水有相逢。



Mr. Regulus Yu
Head of Passenger Services
客運服務總監 - 余國樑先生

In this issue, we are delighted to feature Mr. Regulus Yu, Head of Passenger Services, who has joined the Company for more than 2 months to share with us his SATS HK life.

本期，我們很榮幸邀請到剛加入我們兩個月多的客運服務部總監余國樑先生分享他在新翔(香港)的工作及生活點滴。

Q. Can you share your experience and inspiration in your daily work?

問：你能否分享一下你日常工作的經驗及感覺？

A. Although I have joined SATS HK for only two months, I feel the kindness of my colleagues and the spirit of teamwork. Furthermore, I was deeply impressed by the Company's ambition in meeting the standard of our customer airlines with limited resources, efficiency and effectiveness.

答：雖然加入了新翔(香港)只有短短兩個月，但我已經感受到同事那份親切感，以及團隊合作精神。再者，公司有效運用有限資源，短時間、迅速把任務妥善完成而達到航空公司的標準，令我留下深刻印象。

Q. What is your everyday work?

問：你日常工作是什麼？

A. Internally, I work together with the team to monitor the daily operation for Passenger Service including services like ticketing, check-in as well as transit to boarding. Through KPI and flight report, we learn from our experience and timely review our existing procedure to ensure we can satisfy our customer need.

Externally, we take care of station management for some of the airlines. Through regular meeting with the airlines and the airport community, we exchange data and formulate strategy to cope with future changes and challenges.

In addition to managing my daily workflow, we have recently begun the discussion on streamlining some of the work. When I first joined the Company, it was the time when we needed to fully take over the boarding gate service of Hong Kong Express Airways. Through many contingency plans, evaluation, our team shared and learned from our work experience with frontline colleagues to have a quick response in dealing with similar situations in the future.

答：對內我帶領着團隊監察日常運作，包括機票，登記櫃檯至登機閘口服務。透過關鍵績效指數，分析航班數據及報告，團隊往往能從中學習及檢視現行程序及制度是否可行，從而為顧客提供更佳的服務。

對外我們為部份航空公司監察外站日常事務管理服務。透過與航空公司及機場同業夥伴的常務會議，交換資料數據以制定長遠規劃迎接未來之挑戰。

我的工作除了管理日常工作流程，最近亦開始着手討論精簡一些工作細節的事宜。還記得剛入職的時候，正正是需要全面交接香港快運航空登機閘口服務的時期，經過很多的緊急應變措施，並透過多次會議檢討，工作前向前線同事分享，從事故中學習，務求將事故減少，最後總算順利過渡。

Q. How will you lead PSD for a smooth day to day operation?

問：你會如何帶領PSD的同事順利地應付日常的運作？

A. We are committed to offering our best to colleagues. We hope everyone will have a happy working environment and enjoy working. In addition, the work distribution will be clearer and strengthen communication within colleagues to increase work efficiency. I also strongly encourage colleagues to speak out their thoughts, share the difficulties and experiences they encountered at work, and exchange working knowledge to one another to strengthen teamwork. In the future, we will also talk to operation colleagues in groups. I hope we can make a better workplace together under my leadership.

答：我們致力為同事提供一個開心的工作環境，更享受工作。另外，在工作分配上會更清晰，加強相互溝通，以增加工作效率。我亦非常鼓勵同事主動表達他們的想法，分享工作上遇到的困難及經驗，互相交流解難的小錦囊，從而加強團隊溝通。將來，亦會多以小組形式直接與前線同事對話，希望帶領整個團隊一起進步。



Q. What do you think are the challenges in this job?

問：你認為工作上的挑戰是什麼？

A. The biggest challenge at this moment is manpower. We are facing a manpower competition which is not only within the aviation industry but extends to all walks of life. "Hong Kong Airport plays an indispensable role. Every one of us should be proud of themselves playing a very important part in this profession." Therefore, never look down on your efforts as it may have impact on Hong Kong's economy. Hopefully, the professional image of aviation industry can retain talents and attract more people who are passionate about the aviation industry to join us.

答：當前最大的挑戰莫過於人力資源。正在面對的已不只是同業的人力競爭，而是擴展至各行各業。「香港機場擔當一個不可或缺的角色，在機場工作是一個專業，每個人亦是一個重要的棋子或螺絲，我們應該因此而感到自豪。」有見及此，前線同事不要看輕自己的付出，甚至對香港的經濟也有影響。希望這份專業的形象能夠保留人才，同時吸納更多對航空業有熱誠的人加入我們。



Q. What are your hobbies?

問：在工餘時，你有什麼嗜好？

A. I love running, swimming, especially cycling. In 2015, I participated in a nine-day cycling tour around the island. Probably due to the fact that I was born in Taiwan, I used to travel to everywhere by bicycle; and affected by the cycling culture when I exchanged in Netherlands for a period of time. Since then, I have developed a strong interest in cycling and I can also contribute to environmental protection.

答：我喜愛跑步，游泳，特別是踏單車。於2015年，我曾參加了一連九天的單車環島遊。大概是我在台灣出生的原故，經常以單車代步，以及曾在荷蘭交流一段時間，被當地的單車文化影響，而對踏單車萌生濃厚的興趣，再者亦可為環保出一份力。



後

記

Postscript

People around you may become the ones who will groom you, help you, and cooperate in the future. Even though there may be friction at work, there will have joy. The most important thing is that everyone is moving towards the same goal and for the overall interest of the Company.

當中不少身邊的人可能會成為將來提攜你、幫助你，合作的人。工作當中或許會有磨擦，但亦會有喜悅，最重要是大家朝着同一目標，為機場運作的整體利益出發。



I used staff ticket to go to Taiwan with my family for 3 days. Due to short-stay, we did not plan much itinerary.

On the first day of the trip, I went to a famous restaurant called Wulao Hotpot, which everyone should have at least tried once in their lifetime. The seafood is fresh and delicious, plus the environment is comfortable. It is very suitable for a family to go together. After that, we went to a children's amusement park which is free entry and entertaining for both children and adults. The park is full of thrilling rides such as private ship and ferris wheel. What I must mention is that there is a ball pool over a thousand feet. In the evening, we went to Shilin Night Market. What a perfect relaxing day!

Since we took night flight on the second day, we went shopping in Ximending, where we bought some souvenirs and enjoyed yummy local food from the snack stalls before flying back to Hong Kong.

I am thankful for the staff ticket benefit for giving me a chance to have a wonderful three-day trip to Taiwan with my family.

這次申請員工機票和家人一起去台灣，過了一個三日兩夜快閃之旅。因為行程比較短，所以我們沒有選擇去太多地方。

行程第一天，早上去了有名的無老鍋吃火鍋，真的一定要去試一次。海鮮新鮮甜美，而且環境舒適，非常適合一家大小一起去。然後我們便出發去台北市兒童新樂園，這裏真的是小朋友放電，也是大人樂而忘返的好去處，首先入場費是免費的，裡面有各式各樣好玩又刺激的兒童遊戲，例如有海盜船，摩天輪等機動遊戲，最值得一提的是裏面有過千尺的波波池。晚上選擇在士林夜市邊逛邊吃，輕輕鬆鬆渡過一天。

第二天因為晚機，我們便選擇在西門町逛逛，買些伴手禮又享受一下街頭美食，然後便準備去機場回港了。

感謝公司提供員工優惠機票，讓我們一家渡過了三日兩夜開心的台灣之旅。

RSD / Chan Chi Wang





Carmen Cheung
Senior Customer Services Officer

Cherry Yung
Customer Services Supervisor

From: Lau Yuk Shing
Taking UO566 on 02 Jan 2019

今早我們的越南簽證出現問題，
幸得地勤人員協助順利取得所需
文件及登機證。我們衷心感謝貴
公司人員的熱誠和協助。



Tiffi Suen
Customer Services Officer 1

From: Boonmee Vimarn
Taking TG603 on 23 Jan 2019

感謝貴公司和Tiffi熱
心幫助，成功尋回
失去的護照。



Yuki Shao
Customer Services Officer 2

From: Murphy Ho
Taking VJ877 on 10 Jan 2019

Upon my arrival at the VJ check-in
counter, I realized my wrong flight
booking. I seeked help from Ms.
Yuki Shao. She assisted me to
rebook the flight, and her
professional services calmed me
down.



Cecilia Alegre
Senior Customer Services Officer

From: David Atwood
Taking VJ477 on 18 Jan 2019

Such a great help when she
discovered an error on my
VISA. Without her help, I
would not have been able to
fly today.



Department	Name	Position
Passenger Services	YU KAO LIANG REGULUS 余國樑	Head of Passenger Services
Passenger Services	LAU WAI SHEUNG AIDA 劉惠嫻	Customer Services Manager
Passenger Services	WONG HOI YAN CAROL 黃海欣	Training & Development Supervisor
Passenger Services	WONG KA MAN MAN 黃嘉文	Customer Services Supervisor
Passenger Services	LAU KWOK LEUNG HENRY 劉國樑	Senior Customer Services Officer
Passenger Services	CHUI KWAI CHEONG EDDIE 徐桂昌	Senior Customer Services Officer
Passenger Services	LEUNG YAT KEI SLEEPY 梁逸基	Senior Customer Services Officer
Passenger Services	CHUNG TAT TO 鍾達滔	Senior Customer Services Officer
Passenger Services	LIN KWAN YI JODY 連君怡	Senior Customer Services Officer
Passenger Services	TAM WING YI MINNIE 譚詠怡	Senior Customer Services Officer
Passenger Services	HO YUK CHING CRYSTAL 賀鈺晶	Senior Customer Services Officer
Passenger Services	LO NGAN TING KATE 盧雁婷	Customer Services Officer 2
Passenger Services	MOHAMMAD ANAM HAYAT	Customer Services Officer 1
Passenger Services	YIU WAI LING JESSICA 姚慧玲	Customer Services Officer 1
Passenger Services	LIU CHEUK SON BENNY 廖卓新	Customer Services Officer 1
Passenger Services	LEUNG HO FUNG 梁浩鋒	Customer Services Officer 1
Passenger Services	TIN WAI KI ANGIE 田蔚琪	Customer Services Officer 1
Passenger Services	AMEER SAGHIR 阿米	Customer Services Officer 1
Passenger Services	NG RICHARD TSZ KIT 吳子傑	Customer Services Officer 1
Passenger Services	KAMAL ANELLA	Customer Services Officer 1
Passenger Services	CHAN YUI LING PHOEBE 陳銳蔭	Customer Services Officer 1
Passenger Services	AMRITPAL SINGH 阿星	Customer Services Officer 1
Passenger Services	NG TSZ LUN LEO 吳子麟	Customer Services Officer 1
Passenger Services	LAM SHEUNG CHI MICHAEL 林上智	Customer Services Officer 1
Passenger Services	MOKAND BALJIT KAUR	Customer Services Officer 1
Passenger Services	TANG WAI KI VICKY 鄧唯琪	Customer Services Officer 1
Passenger Services	LI KA MAN KAMAN 李嘉敏	Customer Services Officer 1
Passenger Services	TO KAI CHUNG JACKY 杜啟淙	Customer Services Officer 1
Passenger Services	CHEUNG PO YING QUEENIE 張寶瑩	Customer Services Officer 1
Passenger Services	SINGH VISHAL SAM	Customer Services Officer 1
Passenger Services	LAW SO MAN CARL 羅素民	Customer Services Officer 1
Passenger Services	KHAN DAUD 簡達偉	Customer Services Officer 1
Passenger Services	SINGH JAGJEET JAGGI	Customer Services Officer 1
Passenger Services	TSUI CHEUK YI AGNES 徐卓怡	Customer Services Officer 1
Passenger Services	YUNG KIM LAN GLADI 容劍蘭	Customer Services Officer 1
Passenger Services	YIM JUTHARAT CARMEN 嚴嘉雯	Customer Services Officer 1
Passenger Services	WONG CHI LAM RACHAEL 黃智琳	Customer Services Officer 1
Passenger Services	TO YI SUM SUMMER 杜芷芯	Customer Services Officer 1
Passenger Services	SAMAN FAROOQ	Customer Services Officer 1
Passenger Services	LAU KEENAN KAYIN 劉嘉譚	Customer Services Officer 1
Passenger Services	LEUNG KA YING 梁家盈	Customer Services Officer 1
Baggage Services	OPONDA RICHARD R RICK	Baggage Services Officer 1
Baggage Services	HUANG PHILIP 黃震東	Baggage Handling Services Supervisor
Baggage Services	YEUNG CHUN YU 楊俊耀	Baggage Handling Services Supervisor
Baggage Services	FONG CHI YUEN 房志遠	Baggage Handling Services Supervisor Trainee
Baggage Services	SHAHID ADNAN IQBAL	Baggage Handling Services Supervisor Trainee
Baggage Services	WEN JIANYONG 溫劍勇	Baggage Handling Services Officer 2
Baggage Services	DING YIXI 丁怡溪	Baggage Handling Services Officer 2
Baggage Services	HO WAI MAN 何偉文	Baggage Handling Services Officer 2
Baggage Services	TO KAM WA BILL 杜錦華	Baggage Handling Services Officer 2
Baggage Services	WOO WAI KEUNG FRANCIS 胡偉強	Baggage Handling Services Officer 2



SHARE YOUR TRAVEL EXPERIENCE/ IDEAS WITH US

Get HKD 200 Cash Vouchers Once Your Article is Published!
文章一經刊登，您將會獲得港幣200元現金優惠券！

Send us a short article with photos about your travel experience.
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



SATS HK Limited



satshk

Our Website



satshk_newsletter@satshk.com



6686 8908



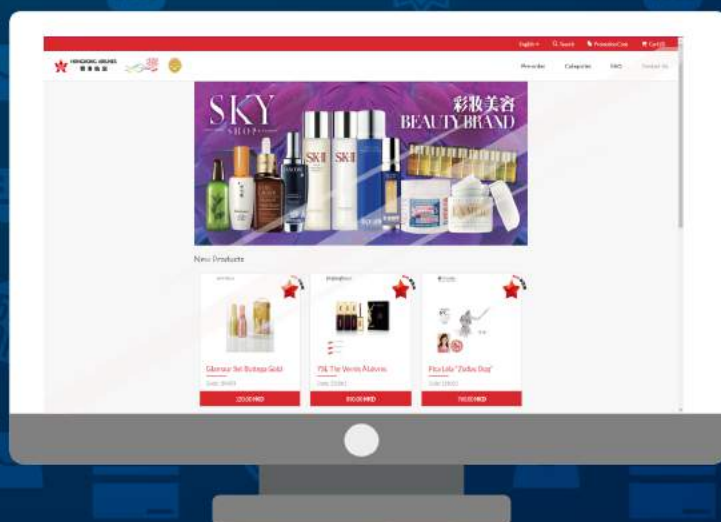


HONGKONG AIRLINES
香港航空

sats GATEWAY

STAFF SALES

香港航空免稅品



SATS30

30%

7折

WWW.HKASKYSHOP.COM

Note: Items are to be collected within 3 month from the date of order at the selected collection points. In the event that the items ordered are not collected, SkyShop reserves the right to dispose the items. No refunds would be made.

注意: 訂單需於購買日期後三個月內到所選地址提取, 如有關訂單在1個月限期內並沒有提取, SkyShop有權取消有關訂單而不作任何退款。