



Visit Tour to Tao Heung Group 「稻香集團」考察團

A group of 35 SME retailers joined a local tour organized by the Association on 8 April 2016, and visited Tao Heung Group's training center and Tao Heung Museum of Food Culture in Fo Tan, New Territories. The tour offered the visitors an opportunity to study the Group's strategies for excellent services, its staff training scheme, as well as its approaches of promoting food culture.

Staff as Important Asset

In view of challenges encountered by the catering industry in recruiting people, Mr. Alex Wong, Deputy Human Resources Director of Tao Heung Group, said staff is always an important asset to the Group. He viewed that improving service workflow can help frontline staff members ease and manage pressure at work. Also, proper acts of appreciation and recognition by the management can effectively boost staff morale and strengthen cooperation among them.

Museum Brings Visitors Back in Time

The museum offered simulated banquets for various occasions, with a variety of kitchen utensils, sets of cutlery and ingredients on exhibit. The visit to the museum was similar to that of a trip bringing the visitors back in time to experience food culture in different periods of time at various locations.

協會於2016年4月8日組織一行35位中小企零售商，參觀稻香集團旗下位於火炭的人才培訓基地，以及「稻鄉飲食文化博物館」，觀摩其優質服務策略，員工培訓計劃，使飲食文化理念得以弘揚。

視員工為企業重要資產

面對飲食業的招聘困難，稻香集團人力資源副總監黃國凱先生表示，集團視員工為企業的重要資產，並認為改善服務流程可減輕前線員工壓力。此外，管理層適度的表揚和嘉許可有效提高員工士氣和合作性。

博物館如飲食時光隧道

博物館擺設了不同的模擬宴席場景、煮食用具、餐具及食材，令參觀者猶如走進了懷舊的時光隧道，體驗不同時代及地方的飲食文化。

