

SME Visit Tour 中小企考察團



The T Hotel T酒店



On 6 September 2016, HKRMA and over 20 representatives from local SMEs visited The T Hotel in Pokfulam, offering the retailers a deeper understanding of the hotel's unique approach to nurture talents and enhance service quality in a real-life environment. Serving as a training base, the T Hotel provides professional training facilitates in hospitality, covering the front office, housekeeping, Chinese and Western catering service and tourism service. With the hands-on opportunities, the trainees learn to interact with the guests and develop their positive work attitude.

During the tour, the participants not only visited the hotel rooms and training kitchen, but also experienced the service provided by the trainees. They were deeply impressed by the all-round training that covers every step and detail in the day-to-day operation and services. The serious attitude of the trainees also inspired the participants to focus more on training and service enhancement.

協會於2016年9月6日，聯同二十多位中小企代表到訪位於薄扶林的「T酒店」，讓零售同業了解酒店學院如何透過真實的工作環境，培訓專才及提升服務質素。「T酒店」以教學培訓為概念，配備酒店營運的各項專業培訓設施，包括酒店客務及房務部、中西餐飲服務、旅遊服務等，為學員提供真實服務客人的酒店環境，讓學員在不同崗位上親身接觸客人，培養良好的服務態度。

在探訪過程中，參加者深入酒店房間及訓練廚房，親身體驗學員的服務，認識酒店在培訓方面一絲不苟，日常營運及服務的各個步驟和細節，都非常完備到位。學員認真的態度感染了參加者更著重培訓工作，並積極提升服務質素。

Bossini - Be Happy

On 4 November 2016, HKRMA and over 20 SME representatives visited the headquarters of Bossini in Tseung Kwan O to explore the Company's people-oriented culture. They appreciated that the company set up the "Be Happy Room" in the office as a relaxing corner for a break, entertainment or meeting. Bossini's five core values and the "7 Habits" culture are also incorporated in the décor, subtly reminding the staff to uphold these values and pursue continuous improvement. The five core values include "Customer Oriented", "Innovate to Excel", "Execute for Success", "Work with Passion" and "Live the 7 Habits".

Receiving the delegates in person, Mr. Edmund Mak, Chief Executive Officer and Executive Director of Bossini International Holdings Limited, shared his experience and insights and concluded the visit amidst applause and laughter.

協會聯同二十多位中小企代表，於2016年11月4日到訪Bossini位於將軍澳的總部，學習公司以人為本的企業文化。Bossini辦公室設有氣氛輕鬆的「Be Happy Room」作為同事休息、娛樂和開會的工作間，並在佈置中滲入公司的五個核心價值和七習文化，潛移默化讓員工謹記公司理念，持續提升服務水平。五個核心價值包括：以客為本 (Customer Oriented)；創新求進 (Innovate to Excel)；執行以達 (Execute for Success)；熱愛工作 (Work with Passion) 和活出七習 (Live the 7 Habits)。

參加者當日獲Bossini 行政總裁及執行董事麥德昌先生接待，並互相交流營運和服務心得，討論氣氛熱烈，現場充滿了笑聲和掌聲，使參觀活動畫上完美的句號。

