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The Newsletter for Members of the Institute of Training Professionals

Sunny Chan, A Never Retired Training Practitioner

By Ms Angie Yu, FITP

Sunny Chan, having been contributing to Training and Development field for more than 30 years, is still zealously engaging in the field even after his retirement in 2005. Being the Superintendent of the Ambulance Service before his retirement, Sunny started his training career as a Training Instructor there in 1977. He said, "The reason why I was selected as a Training Instructor after I joined the Ambulance Service for three years was, I thought, because of my background as a volunteer soldier." A soldier? A Training Instructor? What is the connection? He continued, "I started serving as a part-time Sunday Soldier of the



Royal Hong Kong Regiment before I joined the Ambulance Service. That training was crucial for my career development. I was trained to be a highly self-disciplined, tough, independent, and with leadership skill - the qualities that are expected of a Training Instructor for Discipline Forces. The 24-week training program for New Joiners of Ambulance Service that has been used till now was actually the hard work of Sunny and

his colleagues under the leadership of their boss at that time".

When designing courses, Sunny will plan the activities according to 3 aspects – "ASK", - Attitude, Skill And Knowledge. If it is an attitude training program, he will make use of activity approach, e.g. adventure training. He found that

attitude change must be initiated by participants themselves; adventure training can provide them an opportunity to experience new ideas during the training sessions so as to raise their awareness about the new idea, and stimulate them to

change their attitude. If the training program aims at skill enhancement, he will use practical exercises at off-site venues, giving the participants an opportunity to try out the skill in a learning (i.e. safe) environment. To facilitate knowledge attainment and retention, he will make use of handouts and notes.

He has an unforgettable experience when he was

conducting a Foot-drill Training class. Sunny tried to rectify a participant's attitude by reminding and shouting at him in front of the class, "You are not a lady, be a Man, be confident and show your force when patrolling." That participant came to Sunny's office after class and said, "Why did you shout at me, that's humiliating. I deserve an apology." Though Sunny did not apologize owing to the culture of Discipline Force in the eighties when absolute obedience to seniors was required, he admitted that as a training practitioner, he has to take care of the psychological reaction of his participants and to avoid one-way communication when designing and conducting training courses.

Technological innovation is happening very fast nowadays. However, Sunny is confident that it will never replace the design function of the training practitioners. "IT is just a tool". IT can help deliver the training program, but the ideas are still from people – the Training Practitioner. I don't think that the off-the-shelf products can satisfy all our potential customers, no matter internal or external. Customers are always expecting for tailor-made products - to cater for their specific needs.



Therefore, life-long learning and continuous improvements are the keys for the survival and success of the Training Practitioners. "It is the Training practitioners who can meet the clients' needs, not the machine, nor the IT system. There are lots of opportunities for us in the Field. Training practitioners should dominate the field, rather than IT.....Besides, Gen Y staff will become important asset for a company and many will soon reach the management level. Getting to know them more, to manage them and to develop them is important for a company's success."

For someone new to the field, Sunny reminded us to always "bring in new elements, but don't forget the fundamentals and critical skills..... To secure Top

Management's support and understand company's core value before you launch training activities."

Sunny retired a few years ago, but he's never got away from the Training field. Currently he is the Voluntary Instructor of the Hong Kong Adventure Corps, an extension of the Royal Hong Kong Regiment. He is really a Never Retired Training person.

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旅遊服務培訓發展中心及中華廚藝學院 之參觀報告

陳燕屏

旅遊服務、酒店及飲食業是本港近年發展最迅速的行業之一。十一月二十五日，我們非常高興在會長和副會長領隊的帶領下，參觀在本港工業培訓界享負盛名的旅遊服務培訓發展中心及中華廚藝學院。



在旅遊服務培訓發展中心項目營運及培訓經理呂小姐的細心講解下，我們不但有機會目到中心和學院的完善設備，更重要的還能了解他們的培訓和教學理念，明白他們如何為業界提供所需人力和人才的同時，亦為準備投身旅遊服務、酒店及飲食業的年青人做好職前準備及為在職人士提供持續進修的機會。



旅遊服務和酒店是一個非常國際化和著重顧客服務的行業。我們在這次參觀看到培訓中心在針對這行業兩大特點上都花了不少心思。首先，中心提供既專業且全面的課程，其中包括飲食、客務、房務、導遊、卓越服務文化及有

關行業的督導管理等，迎合不同崗位，不同人士的學習需要。在酒店服務基本技能培訓方面，中心設有房務部、模擬客房和洗衣房（俗稱「布草房」）等供學員學習打掃房間和執拾牀鋪等所需的實務知識和技巧。在語言培訓方面，中心設有語言訓練室，教導學員行業所需的英語和普通話，讓學員能夠與旅客靈活溝通，有助提供優質顧客服務。為了提升學習效益，中心更自行制作互動光碟，讓學員能夠在上課前作好準備和在下課後複習之用。至於在灌輸服務文化和培養學員服務態度方面，中心非常著重紀律和禮貌的培訓，例如每位學員均須穿上校服上課，儀容必須整齊清潔；遇到訪客必須主動打招呼，微笑點頭，說聲早晨或午安，以表歡迎。此外，在教室門外均設有考勤機，讓學員知道和習慣行業對準時的高度要求。中心對鼓勵年青學員努力上進和提升他們的自信心尤為著力，除了設立多個獎項〔例如「做咗好事」和品質大使（Quality Ambassador）等〕用以表揚表現出色的學員外，還積極訓練學員在眾人面前演講，務使學員能夠有心有力為旅客提供優質服務。事實上，中心訓練出來的學員是非常有水準的，據呂小姐稱，畢業學員可立即投入工作，酒店方面是無須再為學員提供職前培訓。



參觀過旅遊服務培訓發展中心後，呂小姐帶我們參觀無論在設備或培訓項目和方法都達到世界級的中華廚藝學院。學院提供初級、中級、高級及大師級全日制及部份時間制課程，讓有志投身中菜行業及銳意進修的人士報讀。爲了鞏固香港「東方美食都會」的美譽，學院除了竭力提升中菜廚師的專業地位及衛生標準外，更建立有系統的中菜烹飪學習階梯和制定業內技能測試基準，令學院和學員的質素都能達到世界水平。在設備方面，學院設有四個訓練廚房，分別是粵港廚房、川湘廚房、京滬廚房和冷葷廚房，學員在這四個廚房學習和實習烹製中國各地菜色所需的知識和技巧，爲擠身中華大廚行列打好基礎。爲了讓導師和學員與世界一流的廚師進行觀摩和交流，學院更不時邀請國際知名廚師前來到訪及示範，補充課堂以外的知識。而每年舉辦的青年廚師比賽，不但爲業界發掘廚藝精湛的廚師和業內人士發揮創意機會，與此同時亦能提升學院在業界的領導和專業地位。



參觀最後部份便是到訓練餐廳享用午膳。一踏

進餐廳，便看到男、女學員均穿上一襲環保綠色的制服，這套制服大有來頭，原是由學院自行設計並取得專利的廚務服飾，具有防熱和透風的功能，加上外表浩似兵馬俑的軍服，不但易於辨識，而且甚具中華特色，非常別緻可愛。這頓午膳質素非常高，菜式是來自多個中國地方的代表菜，包括脆皮乳豬和山珍釀豆腐（粵菜），竹筍腌篤鮮湯（滬菜），醬肉楓葉包（川菜）和在蘇菜中非常有名的千歲蝦球。由於訓練餐廳的設立目的是讓中華廚藝學院學員能夠有機會參與現場分與烹製菜式和爲旅遊服務培訓發展中心的學員提供餐飲服務現場培訓，所以我們在享用美味午膳時，便肩負了指導的義務，除了不時用英語或普通話跟在場學員進行溝通外，還提出可以讓他們改善服務技巧和態度的意見。



這次參觀收穫甚豐，教學相長——培訓知識的增長，同行經驗的分享，還有認識新朋友，享用佳餚美食，…嘩，太多了

ITP 2010 Autumn Hiking

深秋漫步西貢東

By Prof. Alfred Ho, FITP

Taking advantage of the best time of the year for hiking in Hong Kong ITP organized its second outing for members on November 7. The destination this time was the most picturesque part of the Special Administrative Region – east Sai Kung peninsula.



(Taking a group photo before starting the day's journey)

Some 24 members, their spouses and friends first assembled at the public light bus terminus in Sai Kung town centre. Starting sharp at 9:30 a.m. the group, split into two halves, took the green light bus to Sai Wan Kiosk (西灣亭), the farthest point that one can go by motorized transport to reach Sai Kung east peninsula.

From Sai Wan Kiosk the group strolled along the foot-path enjoying the beautiful views overseeing the High Island Reservoir. Photographers were amongst the busiest people, catching moments of eternity with magnificent backgrounds. In less than an hour, the group reached Sai Wan Pass (吹筒拗), where people suddenly found the grand Tai Long Sai Wan (大浪西灣), the largest beach in Hong Kong, was in front of them, down the valley. The down-hill trail was easy as the slope was

rather gentle. Following the side of a stream, after passing through patches of abandoned rice fields we reached the wide beach. Being not a windy day, though facing the South China Sea, waves were rather gentle. The stunning view, however, still used up many megabytes of members' card memory in their cameras.

Before heading towards the row of beaches along the eastern-most rim of the Sai Kung peninsula, the ITP delegation paid a brief site-inspection of the piece of land behind Sai Wan that was lately land-filled and leveled for private development, subsequently arousing great concerns in the society for its environmental destruction and government intervention. All concurred that the site should have been preserved in the beginning and were not confident that the site could ever be reinstated to its original form.

With heavy hearted the group moved on, following the trail running along beaches and the dividing slopes. In about fifteen minutes the group skimmed through next



equally beautiful beach, the Ham Tin Wan (咸田灣), where resting areas and food stalls were found. Having had a foot-stretching exercise for more than an hour, it was obviously the choice for having lunch here. Total liberty was practiced,

as group members formed their cliques, found their preferred tables, and enjoyed their ordered dishes. Being a leisure trip, the lunch, though brief, took about an hour, before the group continued their journey.

Having fully charged, it was reasonable then to demand members to expend greater efforts to cover the next segment of the trip. The cost for gaining another gorgeous view of the next beach, Tai Wan, was a steep climb (or walk, for the more seasoned hikers) of about ten minutes.



(The picturesque High Island Reservoir)

After passing Tai Wan beach, the group started its longest climb for about 40 minutes, then took a break at the pass by the side of Sharp Peak (蚬蛇尖), one of the steepest hill in Hong Kong with an altitude of over 450m. Thereafter the down-hill trail was easy, and views were magnificent all the way. Reaching the coast the group saw one of the best preserved patches of mangroves in Hong Kong. The walking portion of the trip ended at

Chek Kang (赤徑) Pier, a peaceful spot in Sai Kung Peninsula north.

To round off the day's trip, ITP organized an exciting speed boat trip (some eight minutes' ride) from Chek Kang back to Wong Shek (黃石碼頭), the public transport hub of Sai Kung Country Park. Without further ceremony, members bid farewell to one another and picked their preferred public transport lines back home.



(The peaceful Chek Kang Pier)

One almost wishes that the ferry could come pick us late!)

ITP wishes to take this opportunity to thank Executive Committee Members Tommy Choy and Sunny Chan for planning such a leisure exercise for us. Sunny must also be commended for escorting the group from beginning to end. ITP looks forward to seeing more of you at its next outing.

恭喜發財! 身體健康!

HAPPY NEW YEAR!

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