

員工培訓 Staff Training

營地服務與職業訓練局合作，於2023年9月為管理人員、前線及支援同事舉辦培訓工作坊。此工作坊由職業訓練局轄下酒店及旅遊學院訂身設計，內容包括教授接待服務的核心理念如服務提供者基本特質、有效溝通及電話禮儀的重要性，再加上角色扮演訓練和酒店參觀等多個不同環節。透過這一類型培訓，讓同事能夠深入了解顧客的需求和期望，從而改善其溝通技巧，長遠而言更有助提升營地的服務質素。

In collaboration with Vocational Training Council (VTC), a training workshop for our management, frontline and supporting colleagues was organized in September 2023. It was a tailor-made workshop designed by the Hotel and Tourism Institute under VTC, which included various sessions such as lecturing on core concepts on hospitality and service, importance of understanding the basic attributes of service providers, effective communications and telephone courtesy, followed by role play exercise and a hotel tour. With this kind of training, our colleagues were able to gain better understanding on the needs and expectations of the customers and improve their communication skills, enhancing our service quality in the long run.



講師分享其寶貴經驗和教授接待服務的核心理念
The lecturer sharing his valuable experience and lecturing on core concepts of hospitality and service



在T酒店進行參觀
A tour visit at The T hotel

庶務服務 Janitorial Service

庶務服務附屬於地區事務，由地區事務協調經理負責監督，為機構各服務中心的單位和有需要的堂區提供清潔、保安、維修保養及送遞信件服務。此外，庶務服務亦為機構各項需要較多人力資源的籌款活動提供支援，例如慈善賣物會、慈善獎券售賣、慈善步行等。

為達致經濟和成本效益，我們將相關的人力資源集中運用。庶務服務其中一項最重要的工作，便是為各服務單位提供可靠的庶務支援，以便為服務使用者提供安全和適切的環境。

雖然疫情已過，但庶務服務的需求不斷增加，導致人手仍然十分緊張。儘管如此，我們會繼續竭盡所能，緊守每一個工作崗位。

The Janitorial Service, a sub-team of Local Services supervised by Managers of Local Service Coordination, is a self-financed unit rendering cleaning, security, maintenance and repair, and mail-run services to Caritas units in social centres and in parishes upon request. Colleagues of Janitorial Service also support fundraising activities such as charity bazaars, sale of raffle tickets, charity walks, etc. that require much manual resources.

Janitorial Service pools the labour resources of the Agency for an economical and effective utilization of its labour resources. Most importantly, it provides a reliable janitorial support to service units in various social centres so that colleagues of those service units can concentrate on offering their professional services to those in need and our service users can benefit from a high quality environment that janitorial service provided.

Notwithstanding that the manpower constraints remain very tight due to the increasing demand for janitorial service after the pandemic, we are determined to continue performing our duties faithfully.