

目標 Objectives

明愛以愛服務、締造希望為使命，目的是為社會上的貧苦大眾和弱勢社群提供多元化社會服務及援助。

明愛賓館及餐飲服務包括賓館、宿舍及餐飲服務。秉承上述宗旨，兩間賓館白英奇賓館與明愛張奧偉國際賓館，均以優惠價格為本地與海外天主教相關團體，及各地旅客提供相宜的舒適住宿。宿舍服務同樣致力為有長期住宿需求的本地低收入人士、神職人員與修女、內地或外國學生及海外旅客提供基本設施與經濟實惠的長期住宿。

明愛餐飲服務包括位於堅道2號的明愛餐廳和快餐、賓館附屬咖啡閣、明愛精品閣、宴會和戶外餐飲服務等，為教區、天主教相關團體、賓館及宿舍住客、以及地區人士提供膳食和餐飲服務。

Caritas's mission is to serve the community with love and hope, aiming to provide a wide range of social services and assistance to the underprivileged and the disadvantaged in the society.

Hospitality Services include lodges, hostels and food and beverage services. In line with the above mission, the two lodges, Caritas Bianchi Lodge and Caritas Oswald Cheung International House, offer comfortable accommodation at a concessionary rate to local and overseas Catholic-related groups and visitors from all over the world. Our hostel services provide affordable accommodation with basic facilities to local low-income families, clergy and nuns, Mainland and overseas students and overseas travellers in need of long-stay accommodation.

Our food and beverage services, including Caritas Restaurant and Fast Food at 2 Caine Road, Caritas Corner, banquets and outside catering services etc., provide meals and catering services to the Diocese, Catholic-related organizations, guests of the lodges and hostels, and people in the local community.

全年摘要 Highlights of the Year

響應環保 Go Green

明愛賓館及餐飲服務致力推動環保及促進業務可持續發展，並於年內實施以下措施：

- 於兩間賓館安裝飲水機供客人飲用，代替為客人提供膠樽裝水
- 於不同位置設置垃圾分類回收箱，並聯繫「綠在區區」協助進行回收工作
- 透過環境保護署轄下減廢及社區回收組的承辦商，為堅道明愛餐廳及快餐和香港仔田灣餐廳安排收集廚餘
- 停止向堂食和購買外賣的客人提供即棄膠餐具
- 停止向賓館住客提供塑膠洗滌用品，包括牙刷、塑料包裝牙膏、浴帽、剃鬚刀、梳子等



Hospitality Services committed to promoting environmental protection and facilitating sustainable development by taking the initiatives below during the year:

- Installation of water dispensers at two Lodges instead of providing plastic bottled water to the guests
- Placing waste recycling bins in various locations and liaise with GREEN@COMMUNITY for assistance regarding the recycling work
- Arranging food waste collection service for Caritas Restaurant and Fast Food (Caine Road) and Cafeteria (Aberdeen) through the contractors of Waste Reduction and Community Recycling Group under Environmental Protection Department
- Disposable containers and utensils are no longer provided to customers for both dine-in and takeaway services
- Plastic toiletries, including toothbrushes, plastic-packed toothpaste, shower caps, razors, combs, etc., are no longer provided to hostel guests

會員計劃 Membership Programme

我們於2023年12月初推出了會員計劃，並且得到熱烈迴響。在短短數個月內，會員人數已超過2,000名。會員不但能夠尊享餐飲折扣外，亦可以在使用其他服務時享受到不同優惠。

A membership programme has been launched since early December 2023 which received overwhelming response. The number of members has already surpassed 2,000 within a few months. Members are not only able to enjoy exclusive discounts on food and beverage services but also on other services under Hospitality Services.



餐飲服務革新
Innovation in Food and Beverages Services

除了為客人提供價廉物美、份量十足的三餸飯外，我們推出了全新的精選午市套餐，款式由中式、日式到西式等一應俱全，以迎合不同客人的需要。

餐廳方面，我們亦新推出了一款半自助午餐，讓客人在享用主菜之餘，更可飽嚐多款前菜、精美甜品、時令生果，以及自助即磨咖啡。此外，我們會定期以不同國家的美食為主題來吸引客人，每份料理均由我們主廚團隊用心炮製。

為響應節慶，餐廳會特別準備應節食品，包括盆菜、聖誕禮盒、蛋糕、西式點心，同時亦提供不同種類的到會及外賣服務和烹飪班供客人選擇。

Apart from offering economical three-course meals with generous portions, we launched new lunch sets with numerous choices from Chinese, Japanese to Western styles to meet the needs of different guests.

For restaurant, we have also introduced a new semi-buffet lunch to the guests. In addition to the main course, they can enjoy a wide variety of exquisite appetizers, delicious desserts, seasonal fruits as well as self-service fresh coffee. Moreover, culinary themes of different countries were regularly introduced to attract the guests and each dish was heartily prepared by our team chef.

Festival food promotions such as Poon Choi, Christmas hamper, cakes and pastries were specially prepared by restaurant, while banquets and takeaway services as well as cooking classes were also available for the guests.



賓館 Lodges	2023 / 2024	2022 / 2023	變化 (%) Change
明愛白英奇賓館 Caritas Bianchi Lodge	51,432	48,725	+5.55%
明愛張奧偉國際賓館 Caritas Oswald Cheung International House	50,946	59,585	-14.50%
服務客人的總數 Total Guests Served	102,378	108,310	-5.48%

服務業績
Guests Served

雖然香港正逐步走出疫情的陰霾，但外圍環境持續充滿挑戰，經濟復甦的步伐仍然是荊棘滿途。展望2024年，我們預計環球經濟表現將較2023年為遜色，賓館及餐飲服務將會繼續以不同的營銷策略，迎難而上。

在過去一年，宿舍平均入住率維持在85%的水平。餐飲服務方面，則平均每天接待 320 位客人。

Although Hong Kong has gradually emerged from the plight of the epidemic, the road to economic recovery is still fraught with difficulties due to the continuous challenging external environment. Looking ahead to 2024, the global economy is expected to perform less favorably than 2023, Hospitality Services will strive to overcome the challenges with different marketing strategies.

During the year, our hostels maintained an average occupancy rate of 85% while our food and beverage services served an average of 320 guests per day.