

Dear Friends,

Next week will see 28 new young and helpful faces deployed at HKIA to help meet traveller needs.

This group is the third under the four-group Airport Ambassador Programme conducted jointly by the Airport Authority (AA) and the Hong Kong Federation of Youth Groups, under the Labour Department's Youth Work Experience and Training Scheme (YWETS). AA's business unit members have just started intensive training to familiarise them with airport operations and customer care. Each group will be employed full time for six months.



Labour Department's Programme Manager for YWETS, Mr Dominic Chak, said that in addition to running a world-class airport, AA has also invested tremendously as a good corporate citizen in helping the younger generation. The Airport Ambassador Programme is one of the flagship programmes under YWETS. "At times when young people need training and opportunities while the travel and tourism industries need a new impetus, AA is a marvellous hatchery," he said.

AA Chief Executive Officer Dr David J Pang said the AA is pleased to provide practical, frontline work experience for young people. "Service quality is one of the cornerstones of our airport business. This programme creates a unique opportunity for young people to acquire vocational training while at the same time make contribution to our airport and to Hong Kong as a whole."

Meanwhile we say goodbye to the group who finishes next week. They started their stint when Hong Kong's economy was hardest hit by SARS, thus gaining much experience in dealing with various situations. They will make good frontline personnel for companies in the Airport Community. Contact us at 2182 2029 if you think you have a position for a young and experienced ambassador.

Let us all work together at HKIA to keep up the friendly environment for travellers and visitors from around the world.

Heidi Kwan

Chief Communication Officer
Communication Services

各位機場同業：

第三批機場大使將於下星期投入服務，在香港國際機場協助旅客。

這批青年大使共有 28 人，將於機場全職工作六個月。他們剛剛開始接受本局業務部門提供全面培訓，以便熟習機場運作和學習協助旅客的技巧。機場大使計劃由本局與香港青年協會合辦，屬於勞工處青少年見習就業計劃，並會聘請共四批青年大使。



勞工處青少年見習就業計劃經理翟瑞恆認為，本局不但致力營運世界級機場，還盡心協助新一代，以履行社會責任。機場大使計劃是勞工處青少年見習就業計劃其中一項主要計劃。翟瑞恆說：「青少年需要培訓及機會，航空業及旅遊業也需要新的動力。雙方配合，無疑相得益彰，機管局更儼然是一所培育人才的機構。」

本局行政總監彭定中博士表示，我們誠意協助年青人吸取實用的前線工作經驗。彭博士說：「服務質素是機場業務的重要基石。機場大使計劃為年青人創造了難得的機會，讓他們獲得職業訓練。與此同時，他們又可透過擔任機場大使，為香港國際機場以至整個香港竭誠服務。」

第二批機場大使的任期將於下星期屆滿。他們展開服務的時候正值非典型肺炎衝擊香港之時，香港經濟備受影響。經過這次磨練，他們更加會懂得靈活處理不同的處境。

這批青年大使活力充沛，亦具服務經驗。相信能為業界提供優良的前線服務。如大家有意為他們提供合適的職位，請致電 21 82 2029 與我們聯絡。

讓我們齊心合力，繼續為旅客及來自全球的訪港人士，締造親切友善的機場環境。

關鄭麗敏

首席傳訊主管
傳訊事務