

僱員服務顧問

Employee Service Consultancy



為職場注入色彩
Add Colour to Work Life

服務方向

自 1993 年起，盈力僱員服務顧問（盈力）為香港不同類型的機構提供僱員輔助計劃（EAP）、職場培訓及管理顧問服務，目的是為職場注入健康及活力的色彩，從而增加公司生產力及提升僱員的生活質素。我們已為超過 500 間機構提供僱員輔導、在職培訓、管理顧問、危機介入及工作生活平衡活動等服務，是一個專業及多元化的僱員服務提供者。

Service Orientation

Vital Employee Service Consultancy (Vital) has been providing services to the employees of various organisations with the aim of improving their work productivity and quality of life since 1993. Our major services include employee counselling, staff training, critical incident stress management, work-life balance activities and consultation services, etc. Being a professional and diverse employee service provider, we have served over 500 organisations.



服務摘要

「工作愛與恨——上班族晒命及鬧爆處境」調查

去年，盈力進行了「工作愛與恨——上班族晒命及鬧爆處境」調查，委託香港浸會大學透過電話隨機訪問了 801 位在职人士，並於今年 3 月舉行記者招待會公佈結果。調查發現，「不良經營手法」及「要求員工如廁要匯報」最令僱員惱怒，當中七至八成人更憤而考慮辭職；而「人工高」則成為最令在职人士引以為傲的工作條件（近五成人會因此而向朋友「晒命」）。此外，上班族亦看重「工作意義」，排名僅次於「人工高」。有關調查結果引起媒體廣泛關注，共錄得 26 次報章雜誌及電子傳媒報導。

Service Highlights

Survey on 'What Employees Show Off & Hated Most'

In 2014, we commissioned the Hong Kong Baptist University to conduct a survey named 'What Employees Show Off & Hated Most' and 801 people were randomly polled by phone. Press conference was held in March 2015 to announce the survey results. Interviewees were asked to rate in order of hated issues with business malpractice topping the list followed by seeking permission from supervisors to go to toilet. Around 70-80% respondents said they would consider quitting their jobs due to these two hated issues at work. At the same time, the survey also reflected what people would like to show off to their peers about their work. It was not surprising to find 'high income' as the first one on list (about 50% respondents would show off this to peers), while the second one on top was 'a meaningful job'. The survey results were widely covered by different media and 26 times of exposure were recorded as a result.



◀ 「工作愛與恨——上班族晒命及鬧爆處境」調查發佈會吸引多個傳媒的採訪及報導。
'What Employees Show Off & Hated Most' press conference attracted great attention from the media.

360° 優質顧客服務計劃

盈力提供的優質顧客服務訓練，一向深受業界歡迎。去年，我們推出更全面的專業顧問服務，為政府部門及私人機構度身設計「改善顧客服務計劃」，透過神秘顧客評核、同業考察比較、訓練工作坊、現場個別指導、研究及建議報告等，提升服務業管理及顧客服務水平。參與機構包括康樂及文化事務署、香港西區隧道有限公司及永泰地產物業管理有限公司。

360° Quality Customer Service Project

Vital's customer service training gains great support from the industry. To add value on the service, we launched 360° Quality Customer Service Project last year. The comprehensive service consists of mystery shopper, service benchmarking among same industry, training workshop, on-site coaching and study report and recommendations, etc. We were commissioned by customers from government department and business sector such as Leisure and Cultural Services Department, Western Harbour Tunnel Company Limited and Wing Tai Properties Estate Management Limited, to carry out the project.



▲ 盈力獲「卓越僱員服務及健康服務機構獎 2014」後，與評審委員合照。
Photos taken with the judges after awarded the 'Excellent Employee Service & Wellness Provider Award 2014'.



榮獲卓越僱員服務及健康服務機構獎

盈力於去年 11 月榮獲香港人力資源管理學會頒發「卓越僱員服務及健康服務機構獎 2014」，以肯定我們過去多年為公私營機構提供出色的僱員服務及健康服務成果。盈力成功為業界提供多元化的僱員輔助計劃，為本港僱員輔助計劃發展作出了貢獻。我們的創新服務模式及對業界的深遠影響最令評審團留下深刻的印象。作為首間獲得此獎項的社會服務機構及僱員輔助計劃提供者，我們感到十分光榮及鼓舞。

Excellent Employee Service & Wellness Provider Award

Vital won the 'Excellent Employee Service & Wellness Provider Award 2014', granted by the Hong Kong Institute of Human Resources Management (HKIHRM) to recognise organisations who achieve business success through outstanding people strategies and practices. Vital was chosen for the Award owing to our success in implementing all-rounded Employee Assistance Programme (EAP) and enabling the development of local EAP. Our innovative service model and marketing strategy creates positive impact in the industry and impressed the panel judges. We are very encouraging to be the first NGO and EAP provider to be granted this Award.

擔任香港零售管理協會評審

盈力在優質顧客服務方面累積了豐富的培訓及顧問經驗，我們的首席顧問孫立民博士於去年 9 月獲香港零售管理協會之邀請，為有零售界奧斯卡之稱的傑出服務獎擔任評審（主管級別），確認我們在業界的認受性。

Judging Panel of the Hong Kong Retail Management Association

Because of our rich experience and expertise on training in customer service, our Principal Consultant, Dr. Suen Lap-man was invited by the Hong Kong Retail Management Association as a member of Preliminary Interview (Supervisory Level) Judging Panel of Service & Courtesy Award in September 2014. It reflected our professionalism to win wide recognition across the industry.

商界展關懷 / 同心展關懷

近年越來越多的機構實踐企業社會責任，關注僱員身心健康，實在是香港打工一族之福。香港社會服務聯會頒發的「商界展關懷」及「同心展關懷」標誌就是嘉許實踐企業社會責任的工商及公共機構。去年，盈力成功提名了 72 間客戶機構獲頒此標誌，打破了歷年的數目。我們為這些客戶提供僱員輔導服務、在職培訓、健康推廣活動等，協助他們成為關懷員工的僱主。

Caring Company / Organisation Scheme

Caring Company Logo and Caring Organisation Logo are awarded by The Hong Kong Council of Social Service for recognising organisations which demonstrate good corporate citizenship and caring spirit. In the past year, 72 companies and organisations were awarded the logos through Vital's nominations. We provided these organisations with 24-hour hotline counselling service, regular training programmes, educational materials, etc. so as to create a family-friendly workplace for the employees and build up a caring image of the employers.

▼ 我們在「商界展關懷社區伙伴合作展 2015」中祝賀獲嘉許的伙伴機構。
We joined the 'Caring Company Partnership Expo 2015' to celebrate our partners being awarded the logo.



伙伴合作

僱員輔助計劃新合作伙伴

越來越多企業意識到僱員輔導服務的重要性，願意承擔企業社會責任，引入僱員輔助計劃，表達僱主對僱員的關懷。過去一年，新的僱員輔助計劃客戶包括安信信貸有限公司、富邦銀行（香港）有限公司、尼爾森（香港）有限公司、建造業議會等。這些企業除委託盈力提供24小時僱員輔導熱線外，亦舉辦不同主題的訓練和員工活動，提升員工的身心健康及解困能力。

公益企業「生活與工作平衡周」

由公益企業推行之「生活與工作平衡周」於每年10月份舉行，目的是鼓勵僱主關注員工的生活與工作平衡，獲得不少機構響應參與。去年，多間企業邀請盈力在辦公地點安排健康服務攤位、按摩到會、興趣小組、健康或家庭專題講座等，讓員工感受公司對同事的關愛。參與機構包括東瀛遊旅行社有限公司、捷成集團、大華銀行、香港按揭證券有限公司、光大證券股份有限公司、八達通控股有限公司、市區重建局等。

盈力為客戶在「生活與工作平衡周」中安排推拿服務和健康攤位。

Vital arranged health consultation booths and massage sessions for customers in the 'Work-life Balance Week'.

Partnership Projects

New EAP Partners

More corporations realise the importance of employee counselling in helping their staff to cope with stress and emotional problems and are willing to take the corporate social responsibilities. Over the past year, we were newly commissioned by PrimeCredit Limited, Fubon Bank (Hong Kong) Limited, The Nielson Company (Hong Kong) Limited, Construction Industry Council, etc. to provide 24-hour employee counselling hotline, training programme and staff activities for enhancing the staff's wellness and problem solving ability.

Community Business 'Work-Life Balance Week'

To raise the awareness on the importance of work-life balance, the Community Business promotes 'Work-Life Balance Week' in October annually. Companies are encouraged to join the 'Work-Life Balance Week' to show their concern about the work-life balance of their employees. Last year, many companies invited Vital to arrange health booths, massage sessions, interest classes, health or family-related talks for their staff. Participating companies included EGL Tours Company Limited, Jebesen & Co. Ltd., United Overseas Bank Limited, The Hong Kong Mortgage Corporation Limited, Everbright Securities Company Limited, Octopus Holdings Limited and Urban Renewal Authority, etc.

展望

近年香港的市場競爭越見激烈，顧客的期望不斷提高。盈力會不斷檢討及改善現有服務，並引入更多專業的元素，維持我們在市場的領導地位。來年，我們會加強發展專業顧問服務及員工健康活動，並繼續開拓不同的合作平台，讓我們與客戶的伙伴關係更加緊密。我們相信，以同事的豐富經驗及委身精神，盈力在未來必定能夠創出更好的成績。

Outlook

To ensure that we will continue be able to meet the diversified needs of our customers in an ever-changing world, we strive to improve our service quality by exploring more platforms for partnership. In the coming years, Vital will enhance the development of professional consultancy services and staff wellness programme. We believe that with our staff's rich experience and dedication, Vital would achieve further prosperity in the coming year.

2014-2015 服務統計 (截至 2015 年 3 月 31 日) Service Statistics (as at 31st March, 2015)

服務類別 Types of Service	服務人次 No. of Employees Served
訓練及發展活動 Training and development activities	29,000
生活與工作平衡活動 Work-life balance activities	1,600
危機事件介入 Critical incidents management	350

客戶行業分佈 Distribution of Customers

