



**盈力僱員服務顧問**  
**VITAL EMPLOYEE**  
**SERVICE CONSULTANCY**



# CFS

## 為職場注入色彩 ADD COLOUR TO WORK LIFE

### 服務綜述

自 1993 年起，盈力僱員服務顧問致力為香港不同類型的機構提供僱員輔導及職場培訓服務，目的是為職場注入健康及活力的色彩，從而提高公司生產力，增加員工歸屬感。我們的主要服務包括：僱員輔導、危機處理、在職培訓、工作生活平衡活動等。至今，我們已經服務接近 400 間機構，包括政府部門、公營機構及商業公司，而僱員輔導服務更涵蓋超過 30 萬名僱員，相信是目前全港最大規模的僱員輔助計劃 (EAP)。



香港中華煤氣有限公司管理級員工在工作坊中練習僱員指導技巧。  
Managerial grade staff of The Hong Kong and China Gas Company Limited were practicing coaching skills in the workshop.

### 新計劃及策略

#### 輔導服務 新客戶

盈力提供的僱員輔導服務，透過 24 小時熱線及面談輔導，協助僱員處理因工作、家庭及個人所引起的壓力問題，是家庭友善措施之一。過去一年，我們除了保留舊有客戶之外，更成功獲得 11 份新的服務合約，包括：維他奶國際集團有限公司、合和實業有限公司、合和酒店及餐飲管理有限公司、香港會議展覽中心 (管理) 有限公司、蘇黎世保險集團 (香港)、百麗國際控股有限公司、NEO DERM Group Limited、香港中華煤氣有限公司及香港生力啤酒廠有限公司；當中亦包括另外兩間已引入「僱員輔助計劃」多年的政府部門和教育機構：香港教育學院和衛生署。

### SERVICE OVERVIEW

Vital Employee Service Consultancy 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, critical incident management, staff training, work-life balance activities, etc. We have provided services for nearly 400 organisations including government departments, public organisations and business companies. Possibly the largest Employee Assistance Programme (EAP) service provider in Hong Kong, the existing coverage of our employee counselling service is over 300,000 employees.



環境保護署員工在壓力管理工作坊中參與解難遊戲。  
Staff of Environmental Protection Department participated in the problem-solving game in the Workshop on Stress Management.

### NEW OR PILOT PROJECTS

#### New Customers Using our Counselling Service

Employee counselling and consultation service is one of our major services to help the staff of our customers to cope with stress and anxiety arising from work, family and personal problems, which is one of the family friendly policies. In the past year, we succeeded in engaging a number of new contracts from different sectors including Vitasoy International Holdings Limited, Hopewell Holdings Limited, Hopewell Hospitality Management Limited, Hong Kong Convention and Exhibition Centre (Management) Limited, Zurich Insurance Group (Hong Kong), Belle International Holdings Limited, NEO DERM Group Limited, The Hong Kong and China Gas Company Limited and San Miguel Brewery Hong Kong Limited. Besides, the Hong Kong Institute of Education and Department of Health, which have been using EAP for years, also engaged us as their new service provider.

## 盈力僱員服務顧問 VITAL EMPLOYEE SERVICE CONSULTANCY

### 訓練系列 新合作

為配合不同企業的工作要求以提升僱員的工作表現，我們為商業機構、公營及政府部門設計培訓課程前，會先透過實地考察、聚焦小組、課前問卷等分析參加者的需要，再度身訂造合適的課程系列，並配以新穎的體驗活動帶出培訓目的，故深受參加者歡迎。

過去一年，我們繼續為不同機構舉辦在職培訓，新增了近 30 個客戶，包括：食益補 (香港) 有限公司、美麗華酒店企業有限公司、信達國際控股有限公司、三洋電機 (香港) 有限公司、仁愛堂等。過去一年的培訓活動，以員工督導技巧、Y 世代管理、團隊建設及顧客服務的題材最受歡迎。

### New Partners in Training Service

To provide tailor-made training activities for different organisations / corporations to enhance their employees' capabilities, Vital would first analyse their training needs by conducting on-site observations, focus groups and pre-class surveys. The customised training programmes would then be delivered through innovative and experiential activities which were well received by the participants.

Over the past year, Vital provided various topics of training workshops for different customers. We have 30 new customers using our training service including Cerebos (Hong Kong) Limited, Miramar Hotel and Investment Company Limited, Cinda International Holdings Limited, SANYO Electric (Hong Kong) Limited, Yan Oi Tong, etc. The most popular topics were Staff Supervision and Coaching Skills, Gen-Y Management Skills, Team Building and Customer Service.



勞工處員工在退修營中體驗靜觀減壓。  
Staff of Labour Department experienced mindfulness in Staff Retreat Day.



和記黃埔地產有限公司員工在僱員輔導技巧工作坊中積極參與角色扮演。  
Staff of Hutchison Whampoa Properties Limited actively participated in the role play session in the Workshop on Peer Counselling Skills.



地政總署員工在團隊建設日營中非常投入。  
Staff of Lands Department enjoyed the Day Camp on Team Building.



香港西區隧道有限公司員工在顧客服務工作坊中進行小組討論。  
Staff of Western Harbour Tunnel Company Limited made group discussion in the Workshop on Quality Customer Service.



## 特別活動項目

作為香港大型的僱員服務提供者，盈力積極提倡及協助公司營造和諧工作間，並提升員工的工作表現及熱誠。過去一年，我們舉行了不同主題的研討會及在職人士問卷調查。

### 「讀心 X 溝通 App - 職場溝通秘技 2.0」講座

出色的溝通能力有助職場發展，有鑑於此，盈力於去年 5 月舉行「讀心 X 溝通 App - 職場溝通秘技 2.0」講座，教授如何解讀肢體密碼，與同事建立良好的工作關係。是次講座吸引逾 150 名公司/機構之管理人員報名，反應理想。講座後，部分來自政府部門、私人企業及社福機構的代表對此題目深感興趣，並委託我們為其僱員舉辦相關培訓課程，以改善職場的溝通技巧及人際關係。

### 「非常客人 - 當服務業員工遇上麻煩顧客」調查

服務業員工經常面對不少麻煩顧客，影響前線同事的工作士氣及情緒。為探討有關實況，我們於去年 10 月舉行「當服務業員工遇上麻煩顧客」調查，街頭訪問逾 500 名從事服務業的員工，了解他們對麻煩顧客的看法。調查發現，不同顧客各具其麻煩之處，部分上司亦沒有協助前線同事應對麻煩客人，加重員工的壓力。是次調查結果得到報章的廣泛報道，包括：蘋果日報、東方日報、明報、香港經濟日報、南華早報等。

## SPECIAL EVENTS

As the largest provider of employee services in Hong Kong, Vital proactively advocates and assists companies to build up harmonious working environment, as well as to enhance the work performance and motivation of staff. Last year, we initiated an employee survey and organised different open seminars.

### Seminar on “Mind Reading X Communication App - Communication Skills at Workplace 2.0”

Excellent communication skills contribute to career advancement. Thus, Vital organised a seminar named “Mind Reading X Communication App - Communication Skills at Workplace 2.0” in May 2011 to share the knowledge and skills of verbal and non-verbal communications. Over 150 representatives from government departments, private corporations and NGOs joined the seminar with positive feedbacks. Subsequent invitations of providing similar training workshops were received from various organisations.

### Survey on “Managing Difficult Customers”

The behaviours of difficult customers always affect the emotion and morale of frontline staff in service industry. In October 2011, Vital interviewed more than 500 employees from service industry to investigate their views and difficulties in managing difficult customers. The findings reported the various features of different types of customers, and also reflected that frontline staff lacked support from their supervisors. This survey was widely reported by the press including Apple Daily, Oriental Daily, Mingpao, Hong Kong Economic Times, SCMP, etc.



盈力管理顧問孫立民先生及高級經理吳慧琪小姐在記者會中公佈「非常客人」調查結果。

Mr. Suen Lap-man, Management Consultant of Vital and Ms. Wicky Ng, Senior Manager of Vital, announced the result of the Survey on “Managing Difficult Customers” in press conference.

## 盈力僱員服務顧問 VITAL EMPLOYEE SERVICE CONSULTANCY

### 「非常客人 – 處理麻煩顧客策略」研討會

除了進行應對麻煩顧客的調查外，盈力於本年2月舉辦「非常客人 – 處理麻煩顧客策略」研討會，讓管理人員進一步認識支援前線員工的有效策略。會中邀得來自牛奶有限公司 – 萬寧、九龍巴士(1933)有限公司及東瀛遊旅行社有限公司的嘉賓講者分享實踐顧客服務的經驗及心得。是次研討會的報名情況非常踴躍，網上登記人數接近600人，但由於座位有限，最後只能接受約300名參加者到場。研討會最終完滿結束，參加者都給予好評。

### Seminar on “Dealing with Difficult Customers”

In February 2012, a seminar on “Dealing with Difficult Customers” was conducted for sharing of corporate strategies and skills of managing difficult customers. Representatives from The Dairy Farm Company Limited - Mannings, The Kowloon Motor Bus Company (1933) Limited and EGL Tours Company Limited were invited to share their views and experiences on customer service. We had received around 600 on-line registrations, but only about 300 registers were invited to attend due to the limitation of venue capacity. Very positive feedbacks were received at the end of the seminar.



來自牛奶有限公司 – 萬寧、九龍巴士(1933)有限公司及東瀛遊旅行社有限公司的嘉賓分享實踐顧客服務的經驗及心得。  
Representatives from The Dairy Farm Company Limited - Mannings, The Kowloon Motor Bus Company (1933) Limited and EGL Tours Company Limited shared their views and experiences on customer service.



# CCS

## 合作伙伴

### 商界展關懷

由香港社會服務聯會頒發的「商界展關懷」及「同心展關懷」標誌是嘉許實踐企業社會責任的公共及工商機構。去年，我們成功提名了 53 間機構獲得此標誌，數目較往年超出接近一倍。我們為這些機構設立 24 小時僱員輔導熱線、定期舉辦培訓、安排健康推廣活動等，協助機構營造家庭友善工作間，成為關懷員工的僱主。獲得此嘉許的客戶包括：

## JOINTLY ORGANISED PROJECTS WITH BUSINESS PARTNERS

### Caring Company 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, 53 companies and organisations were awarded the logos through Vital’s nominations. We helped these organisations provide 24-hour hotline counselling service, conduct regular training programmes, produce educational items, etc so as to create a family-friendly workplace for the employees and develop a caring image of the employers. They included:

#### 機構

#### Companies / Organisations

牛奶有限公司 – 7-Eleven	The Dairy Farm Company Limited - 7-Eleven
香港機場管理局	Airport Authority Hong Kong
銀聯信託有限公司	Bank Consortium Trust Company Limited
銀聯金融有限公司	BCT Financial Limited
百麗國際控股有限公司	Belle International Holdings Limited
佳能香港有限公司	Canon Hongkong Company Limited
食益補 (香港) 有限公司	Cerebos (Hong Kong) Limited
OK 便利店	Circle K Convenience Stores (HK) Limited
城巴有限公司	Citybus Limited
中信銀行國際有限公司	CITIC Bank International Limited
東瀛遊旅行社有限公司	EGL Tours Company Limited
縱橫二千有限公司	G2000 (Apparel) Limited
合和中心管理有限公司	Hopewell Centre Management Limited
合和物業代理有限公司	Hopewell Real Estate Agency Limited
合和實業有限公司	Hopewell Holdings Limited
合和公路基建有限公司	Hopewell Highway Infrastructure Limited
香港會議展覽中心 (管理) 有限公司	Hong Kong Convention and Exhibition Centre (Management) Limited
香港交易及結算所有限公司	Hong Kong Exchanges and Clearing Limited
香港金融管理局	Hong Kong Monetary Authority
香港貿易發展局	Hong Kong Trade Development Council
香港大學專業進修學院	HKU School of Professional and Continuing Education
和記黃埔地產有限公司	Hutchison Whampoa Properties Limited
鴻福堂集團有限公司	Hung Fook Tong Holdings Limited
希慎興業有限公司	Hysan Development Company Limited

## 盈力僱員服務顧問 VITAL EMPLOYEE SERVICE CONSULTANCY

牛奶有限公司 – 宜家家居	The Dairy Farm Company Limited - IKEA
美家餐飲服務有限公司	IT Catering & Services Limited
捷成洋行有限公司	Jebsen & Company Limited
利奧紙品集團 (香港) 有限公司	Leo Paper Group (Hong Kong) Limited
L'ORÉAL Hong Kong Limited	L'ORÉAL Hong Kong Limited
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority
美泰玩具亞太有限公司	Mattel Asia Pacific Sourcing Limited
香港鐵路有限公司	MTR Corporation Limited
新世界第一巴士服務有限公司	New World First Bus Services Limited
新界東醫院聯網雅麗氏何妙齡那打素醫院	New Territories East Cluster Alice Ho Miu Ling Nethersole Hospital
電能實業有限公司	Power Assets Holdings Limited
昆士蘭聯保保險有限公司	QBE Hongkong & Shanghai Insurance Limited
聖安娜餅屋有限公司	Saint Honore Cake Shop Limited
證券及期貨事務監察委員會	Securities and Futures Commission
香港通用公證行有限公司	SGS Hong Kong Limited
信和集團	Sino Group
索尼香港	Sony Corporation of Hong Kong Limited
牛奶有限公司	The Dairy Farm Company Limited
香港半島酒店	The Peninsula Hong Kong
香港上海滙豐銀行有限公司	The Hongkong and Shanghai Banking Corporation Limited
香港教育學院	The Hong Kong Institute of Education
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Limited
九龍巴士 (1933) 有限公司	The Kowloon Motor Bus Company (1933) Limited
香港中華煤氣有限公司	The Hong Kong & China Gas Company Limited
玩具反斗城	Toys "R" Us (Hong Kong) Limited
市區重建局	Urban Renewal Authority
維他奶國際集團有限公司	Vitasoy International Holdings Limited
牛奶有限公司 – 惠康	The Dairy Farm Company Limited - Wellcome
蘇黎世保險集團 (香港)	Zurich Insurance Group (Hong Kong)





# CFS

在「商界展關懷」伙伴聯繫日與合作伙伴的合照：

Photos taken with our partners at the “Caring Company” NGO Partnership Day:



百麗國際控股有限公司  
Belle International Holdings Limited



佳能香港有限公司  
Canon Hongkong Company Limited



和記黃埔地產有限公司  
Hutchison Whampoa Properties Limited



牛奶有限公司 – 宜家家居  
The Dairy Farm Company Limited - IKEA



捷成洋行有限公司  
Jebsen & Company Limited



九龍巴士 (1933) 有限公司  
The Kowloon Motor Bus Company (1933) Limited



## 盈力僱員服務顧問 VITAL EMPLOYEE SERVICE CONSULTANCY



香港鐵路有限公司  
MTR Corporation Limited



昆士蘭聯保保險有限公司  
QBE Hongkong & Shanghai Insurance Limited



香港貿易發展局  
Hong Kong Trade Development Council



強制性公積金計劃管理局  
Mandatory Provident Fund Schemes Authority

為繼續提高盈力僱員服務顧問的優質服務，我們將不斷改善現有服務，並引入更多專業的服務元素，促進僱員工作表現與生活質素，為職場注入色彩。我們相信，以同工的豐富經驗及委身精神，盈力在未來一年必定能夠創出更好的成績。

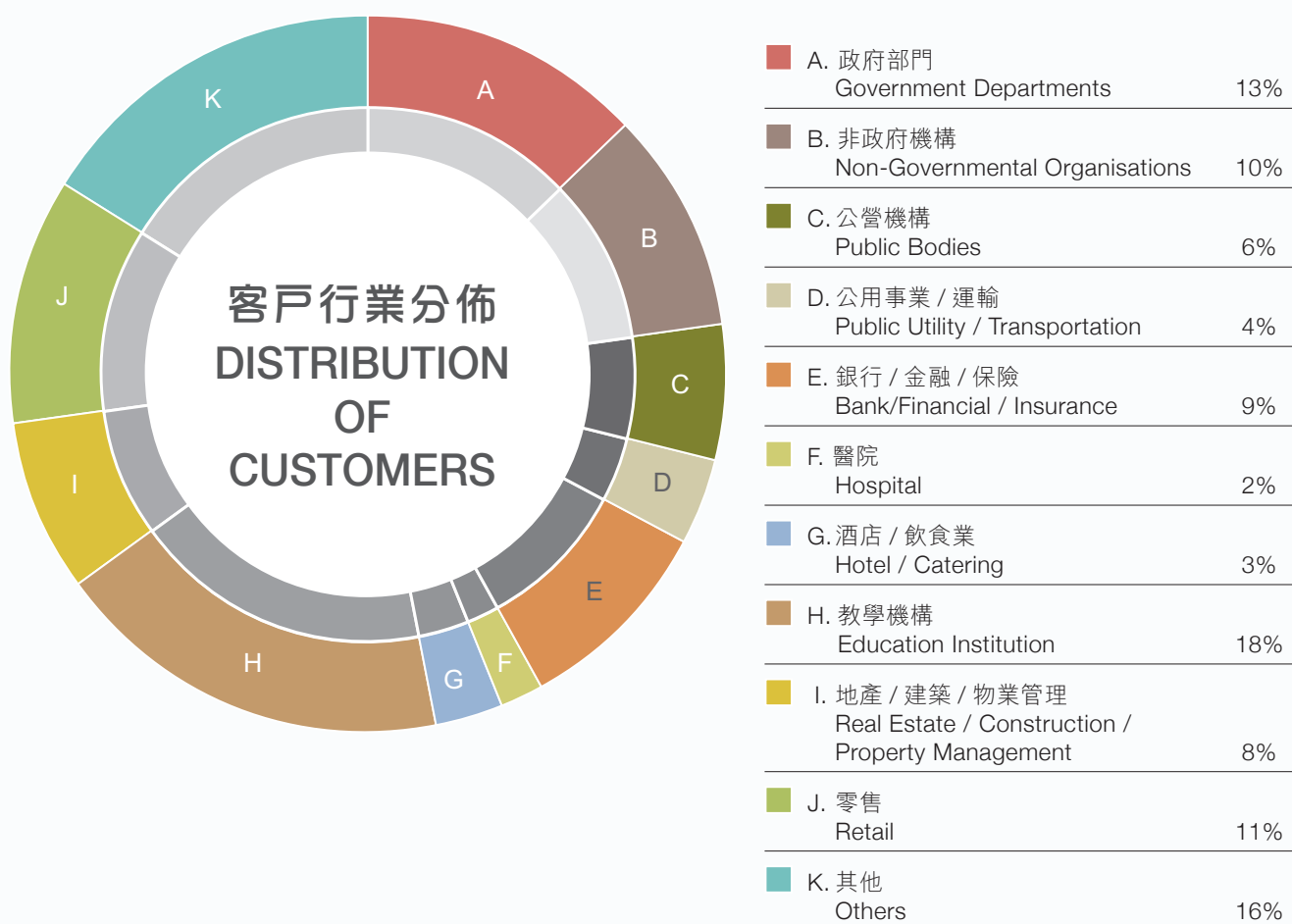
To ensure good quality of service, we would continue to improve our service quality and initiate more professional service. We would add colour to our customers' workplaces by enhancing their employees' work performance and quality of life. We believed that with our staff's rich experience and dedication, Vital would achieve further prosperity in the coming year.



## 2011-2012 服務統計 (截至2012年3月31日)

### SERVICE STATISTICS (AS AT 31<sup>ST</sup> MARCH, 2012)

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	24,400
工作與生活平衡活動 Work-life balance activities	1,800
危機事件解說服務 Crisis incidents debriefing service	90



於 2011/2012 年使用我們僱員輔導服務的客戶  
OUR CUSTOMERS FOR STAFF COUNSELLING SERVICE IN 2011/2012

商業機構

Business Companies

香港半島酒店	The Peninsula Hotel Hong Kong
新世界第一巴士服務有限公司	New World First Bus Services Limited
新創建交通服務有限公司	NWS Transport Services Limited
城巴有限公司	Citybus Limited
香港上海滙豐銀行有限公司	The Hongkong and Shanghai Banking Corporation Limited
香港通用公證行有限公司	SGS Hong Kong Limited
香港鐵路公司	MTR Corporation Limited
希慎興業有限公司	Hysan Development Company Limited
利奧紙品集團(香港)有限公司	Leo Paper Group (Hong Kong) Limited
信和集團	Sino Group
逢源建築有限公司	Fung Yuen Construction Company Limited
信和物業管理有限公司	Premium Living Limited
信和物業服務有限公司	Sino Estates Management Limited
中港城物業管理有限公司	CHKC Building Management Limited
信和護衛有限公司	Sino Security Services Limited
信和停車場管理有限公司	Sino Parking Services Limited
恒毅清潔服務有限公司	Best Result Cleaning Services Limited
城市花園酒店	City Garden Hotel and Bright Tower
港島太平洋酒店	Island Pacific Hotel
皇家太平洋酒店	The Royal Pacific Hotel & Towers
香港黃金海岸酒店	Hong Kong Gold Coast Hotel
黃金海岸鄉村俱樂部遊艇會	Gold Coast Yacht & Country Club Limited
九龍巴士(1933)有限公司	The Kowloon Motor Bus Company (1933) Limited
龍運巴士有限公司	Long Win Bus Company Limited
索尼香港	Sony Corporation of Hong Kong Limited
L'ORÉAL Hong Kong Limited	L'ORÉAL Hong Kong Limited
美泰玩具亞太有限公司	Mattel Asia Pacific Sourcing Limited
Warnaco Inc.	Warnaco Inc.
電能實業有限公司	Power Assets Holdings Limited
捷成洋行有限公司	Jebsen & Company Limited
中信銀行國際有限公司	CITIC Bank International Limited
昆士蘭聯保保險有限公司	QBE Hongkong & Shanghai Insurance Limited
交通銀行股份有限公司香港分行	Bank of Communications Company Limited Hong Kong Branch
中國工商銀行(亞洲)有限公司	Industrial and Commercial Bank of China (Asia) Limited
瑞安集團	Shui On Group



# CFSO

## 商業機構

## Business Companies

和記黃埔地產有限公司	Hutchison Whampoa Properties Limited
佳能香港有限公司	Canon Hongkong Company Limited
香港浸信會醫院	Hong Kong Baptist Hospital
縱橫二千有限公司	G2000 (Apparel) Limited
牛奶有限公司	The Dairy Farm Company Limited
牛奶有限公司 – 惠康	The Dairy Farm Company Limited - Wellcome
牛奶有限公司 – 萬寧	The Dairy Farm Company Limited - Mannings
牛奶有限公司 – 7-Eleven	The Dairy Farm Company Limited - 7-Eleven
牛奶有限公司 – 宜家家居	The Dairy Farm Company Limited - IKEA
東瀛遊旅行社有限公司	EGL Tours Company Limited
利亞零售有限公司	Convenience Retail Asia Limited
OK 便利店	Circle K Convenience Stores (HK) Limited
玩具反斗城	Toys "R" Us (Hong Kong) Limited
聖安娜餅屋有限公司	Saint Honore Cake Shop Limited
鴻福堂集團有限公司	Hung Fook Tong Holdings Limited
維他奶國際集團有限公司	Vitasoy International Holdings Limited
合和實業有限公司	Hopewell Holdings Limited
合和酒店及餐飲管理有限公司	Hopewell Hospitality Management Limited
香港會議展覽中心(管理)有限公司	Hong Kong Convention and Exhibition Centre (Management) Limited
蘇黎世保險集團(香港)	Zurich Insurance Group (Hong Kong)
百麗國際控股有限公司	Belle International Holdings Limited
香港中華煤氣有限公司	The Hong Kong and China Gas Company Limited
NEO DERM Group Limited	NEO DERM Group Limited
香港生力啤酒廠有限公司	San Miguel Brewery Hong Kong Limited

## 盈力僱員服務顧問 VITAL EMPLOYEE SERVICE CONSULTANCY

### 政府部門 / 公營機構

### Government Departments / Public Bodies

公務員事務局	Civil Service Bureau
香港海關	Customs & Excise Department
廉政公署	Independent Commission Against Corruption
衛生署	Department of Health
教育局	Education Bureau
香港房屋委員會	Hong Kong Housing Authority
香港房屋協會	Hong Kong Housing Society
新界東醫院聯網雅麗氏何妙齡那打素醫院	New Territories East Cluster Alice Ho Mui Ling Nethersole Hospital
香港貿易發展局	Hong Kong Trade Development Council
香港金融管理局	Hong Kong Monetary Authority
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Limited
證券及期貨事務監察委員會	Securities and Futures Commission
香港交易及結算所有限公司	Hong Kong Exchanges and Clearing Limited
強制性公積金計劃管理局	Mandatory Provident Fund Scheme Authority
香港機場管理局	Airport Authority Hong Kong
市區重建局	Urban Renewal Authority
長者安居協會	Senior Citizen Home Safety Association
香港科技大學	The Hong Kong University of Science and Technology
香港理工大學	The Hong Kong Polytechnic University
嶺南大學	Lingnan University
職業訓練局	Vocational Training Council
香港大學專業進修學院	HKU School of Professional and Continuing Education
香港教育學院	The Hong Kong Institute of Education

