

三言兩語 Bridging the Language Gap

團隊背景 Background of the Team



小組名稱 Team name	翠塘對面海走一圍 Aquaria Envoy
成立日期 Date of formation	2009
所屬部門 Composition	翠塘花園/對面海邨辦事處 Lakeside Garden/ Tui Min Hoi Chuen Estate Office
促進員 Team facilitator	陳慧蓮 Catherine CHAN
隊長 Team leader	劉武平 LAU Mo Ping
小組成員 Team members	劉燕娟、董敬豪、陳利發、陳凱琪、徐國雄、陳嘉寶、 陳美卿、姜桂鳳 Stella LAU, Matthew TUNG, Aron CHAN, Kiki CHAN, TSUI Kwok Hung, CHAN Ka Po, Lucy CHEN, Barbara KEUNG

背景

本團隊管理的翠塘花園及對面海邨，乃房協轄下位於西貢的屋苑及屋邨。

為提升物業管理質素，房協由2013年7月起為員工推出名為「提升服務文化新里程——一切從心出發」的課程。

物業管理範疇中重要的一環是為住戶提供室內維修保養服務，令住戶住得安心、放心及開心。

故特別製作一套教學光碟，並將其優化為教學軟件，幫助同事認識各種室內潔具設施，更備有廣東話、普通話及英文的發音，藉以避免在處理維修事宜時與住戶因語言問題產生誤會，及增強同事實務知識的領域。

? 問題原因 / 主要分析及驗證

- 屋邨的國內新移民住戶人口不斷增加，而在處理維修個案時，因國內的維修設備用語與香港不同，特別於室內潔具設施方面，容易與住戶發生言語間的誤會，引致延誤維修。
- 屋邨所用的室內潔具設施於坊間亦有多種不同的稱呼，如不熟悉便容易發生訂錯貨的問題。

Background

Lakeside Garden and Tui Min Hoi Estate both located in Sai Kung are the Hong Kong Housing Society's housing estates which are managed by this team.

To enhance the quality of property management, the Housing Society has launched the "Service Enhancement Campaign - To Serve with the Heart" programme for staff in July 2013.

One of the major areas in property management is to provide repair and maintenance services to tenants, in order to maintain an ideal living environment for the tenants and give them peace of mind.

With the aim to avoid misunderstanding with tenants in maintenance issues due to language problems, and to enrich staff's practical knowledge, a tutorial disc has been produced and converted to a software teaching kit, in order to help our staff learn the correct names of sanitary wares and parts respectively in Cantonese, Mandarin and English.

Causes / Root Causes Analysis and Validation

- The Mainland new immigrant population in the estates continue to increase. Due to the naming differences of housing equipment between the Mainland and Hong Kong, especially about the sanitary wares and parts, misunderstandings may easily occur between tenants and staff in some maintenance cases and cause unnecessary delay.
- Unfamiliar with the various names of sanitary wares and parts in the market may easily result in making wrong purchasing order.



解決方案

- 為屋邨內各項室內潔具設施拍攝照片。
- 於互聯網、本地及內地出版的室內潔具設施書籍中搜集資料，以清晰了解有關設備於香港及內地的名稱。
- 綜合負責維修和保養的工程人員的意見，得出中港對照的名稱。
- 製作一隻教學光碟，將屋邨內所有室內潔具設施配上廣東話、普通話和英文，並加上圖片顯示，製作成教學軟件存放於電腦上以供同事隨時參考。

Solutions

- Photos of all the sanitary wares and parts in the estates were taken.
- A research was conducted via internet and on publications from Hong Kong and the Mainland, finding out the correct names of sanitary wares and parts in both Hong Kong and the Mainland.
- Consolidating the information generated from the research and basing on the opinions from technicians and engineers to come up with the different naming of sanitary wares and parts in the mainland and Hong Kong.
- A disc has been produced as a teaching kit containing photos as well as sound recordings in Cantonese, Mandarin and English. A computer application has been developed as a useful teaching kit for staff.

成果及效益

- 克服溝通上的問題，能更快和更有效地處理維修要求。
- 教學軟件易學易懂，已開始陸續推廣至房協轄下其他屋邨使用。
- 同事與住戶之間的溝通明顯加強。
- 更可避免出現“訂錯貨”的情況。
- 擴闊同事的實務知識。
- 提升公司專業形象。

Achievements & Benefits

- The communication problem has been addressed so that repair requests will be handled more quickly and more efficiently.
- The software teaching kit is user-friendly and has been already started to promote to other estates which are managed by Hong Kong Housing Society for use.
- Communication between staff and tenants has been enhanced.
- Wrong purchasing orders causing by communication problems have been avoided.
- Technical knowledge for staff has been enriched.
- Professional image of the company has been enhanced.



教學軟件提供室內潔具設施的正確名稱
Software teaching kit demonstrates the correct names of the sanitary wares and parts



製作一套教學光碟，並優化成為教學軟件，備有廣東話、普通話及英文發音，避免在處理維修事宜時與住戶因語言問題產生誤會。

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