



工程技術訓練 40週年慶典

Celebrating the 40th Anniversary of Technical Training

煤氣公司的工程技術訓練自成立以來已培訓了逾1,000名學徒。透過多元化的培訓，使學員成為業界專才，得以投身於煤氣公司以至氣體行業，發揮一技之長，貢獻社會。

為慶祝工程技術訓練踏入40週年，煤氣公司的工程技術訓練中心於2007年11月16日舉行了「工程技術訓練40週年暨2007年度傑出學徒頒獎典禮」。煤氣公司常務董事陳永堅聯同機電工程署及職業訓練局的嘉賓代表，頒獎予三名2007年度傑出學徒。

工程技術訓練於1967年設立「氣體技工學徒培訓計劃」，其後於1977年增設「氣體技術員學徒培訓計劃」，這兩個計劃正好配合當時香港的經濟和房屋高速發展，為公司培訓人才。1982年，公司再增設「見習配氣技工培訓計劃」，隨後於2003年易名為「見習網絡技工培訓計劃」，該計劃之畢業學員可獲聘為網絡技工或加氣站設備維修保養技工，為業界作出貢獻。



Since its launch 40 years ago, Towngas Technical Training has groomed more than 1,000 apprentices, enabling them to develop rewarding careers at Towngas or elsewhere within the gas sector.

To celebrate the 40th anniversary of the Technical Training, while at the same time honouring the 2007 outstanding apprentices, Towngas Technical Training Centre organised a celebration ceremony on 16 November 2007. Managing Director Alfred Chan was joined by representatives from the Electrical and Mechanical Services Department and the Vocational Training Council in presenting "Outstanding Apprentice Awards 2007" to three apprentices.



Launched in 1967, the Technical Training has gone through major revamps over time. It was started with the "Gas Fitter Apprenticeship Training Scheme" in 1967, followed by the launch of "Gas Technician Apprenticeship Training Scheme" in 1977, providing sufficient trained manpower to cope with the fast growing economy and housing development of Hong Kong at that time. In 1982, Towngas established a "Gas Distribution Fitter Training Scheme" which was renamed as "Trainee Network Fitter Training Scheme" in 2003. Graduated fitters are qualified to work as network fitters or as maintenance workers at gas filling stations.



● 煤氣公司常務董事陳永堅(後排右五)、執行董事及公司秘書陳遠雄(後排左四)、企業人力資源總監鄧蕙蕙芬(後排左一)、與管理機電工程署署長黃達平(後排左五)、職業訓練局高級助理執行幹事梁協雄博士(後排右四)及三名2007年度傑出學徒合照，同賀工程技術訓練計劃踏入40週年。

Towngas Managing Director Alfred Chan (fifth from right, back row), Executive Director and Company Secretary Ronald Chan (fourth from left, back row) and Head - Corporate Human Resources Margaret Cheng (first from left, back row) are pictured with Electrical and Mechanical Services Department Deputy Director Uy Tat-ping (fifth from left, back row), Vocational Training Council Senior Assistant Executive Director Dr Leung Hip-hung (fourth from right, back row) and the three "Outstanding Apprentice Awards 2007" recipients.



連續七年支持「美食之最大賞」

Towngas Supports the Best of the Best Culinary Awards for 7th Straight Year

煤氣公司一直為餐飲業界的良好夥伴，連續七年與香港旅遊發展局協辦「美食之最大賞」。今年的比賽以「香港招牌名菜」及「最佳全能中菜廚師」兩大全新組別進行，讓參賽的廚師發揮無窮創意，藉此良機發掘廚壇新星，促進業界發展。

參與「香港招牌名菜」組別的廚師，須利用不同的食材和烹調方法，炮製出以「漁·港故事」為主題的美味佳餚。至於「最佳全能中菜廚師」的參賽廚師，須根據大會當日揭曉的神祕食材，即時擬定食譜及烹調四道不同菜式。

決賽過後，得獎廚師應邀親臨煤氣烹飪中心的「名廚會客室」，以廚會友，與市民大眾分享明火美食之道。煤氣公司亦特別安排兩位分別來自美國及澳洲的國際評判，於煤氣烹飪中心進行烹飪示範，讓遊客及市民親身體驗明火煮食的樂趣。

- 煤氣公司執行董事暨營運總裁關育材(左二)於「美食之最大賞」新聞發佈會上致辭，並宣佈神祕食材。 Towngas Executive Director and Chief Operating Officer James Kwan (second from left) at the media briefing where he unveiled the ingredients picked for the "Best All-Round Chinese Chef" Competition.



- 參賽廚師聚精會神地以明火烹調美食。 Flame cooking is the way to go.

A long-time partner of the catering sector, Towngas, for the 7th year running, supported the Best of the Best Culinary Awards organised by the Hong Kong Tourism Board. Divided into the "Hong Kong Signature Dish" and "Best All-Round Chinese Chef" categories, this year's competition allowed participating chefs to wield their magic at the cooking tables, with the judges picking out the rising stars.

Contestants under the "Hong Kong Signature Dish" category were required to cook dishes under the "Hong Kong Legend" theme using their own ingredients and choice of cooking methods, whereas contestants under the "Best All-Round Chinese Chef" category had to demonstrate their cooking skills by planning and preparing a four-course menu using ingredients, unknown to the contestants and provided by the organiser on the day of the competition.

Winners of this prestigious competition shared their views on the essence of flame cooking at the "Great Chef Famous Restaurant" cooking demonstration programme organised by the Towngas Cooking Centre. Two members from the international judging panel, one from the US and the other from Australia, were also invited to demonstrate their cooking skills at the Towngas Cooking Centre to share the art and fun of flame cooking with the general public.

全港公開專業廚藝比賽2007 以明火煮食顯個人實力

Professional Chefs Compete in Cooking Competition sponsored by Towngas

煤氣公司連續兩年贊助由飲食業職工總會主辦的「全港公開專業廚藝比賽2007」，讓參賽者透過明火煮食，互相切磋廚藝。比賽的最大特色在於參賽者以個人名義而非代表公司參賽，而且優勝者可獲豁免實操試，直接參加國家職業資格，考取全球通行的「職業資格證」。

For the second year in a row, Towngas was a sponsor of the Eating Establishment Employees General Union's professional cooking competition, where using flame cooking, contestants are able to show off their culinary skills on an individual basis. Winners of the contest are entitled to take a globally recognised qualification examination in China, without the need to participate in the practical session.



- 參賽者認為利用明火烹調菜式，事半功倍。 Contestants overflowing with cooking ideas inspired by the "blue" flame.

- 煤氣公司高級工商事務經理黃維安(左)頒發獎座予廚藝比賽得獎者。 Towngas Senior Commercial Marketing Manager Duncan Wong (left) presenting the trophy to the winner of the cooking competition.





兩款全新 Two New

SIMPA

即熱式煤氣熱水爐 Instantaneous Gas Water Heaters

SNSW10RF



SSSW10FE



為迎合市場需求，簡栢(SIMPA)剛推出兩款全新即熱式煤氣熱水爐SSSW10FE及SNSW10RF。兩款熱水爐外形簡潔纖巧，SSSW10FE採用強排式(機動頂部排煙型)設計，適合安裝於廚房或露台，可替換現有的簡栢TGW88FE熱水爐；而SNSW10RF則採用機動密封式排煙設計，適合安裝於浴室內，其外形、尺寸及安裝位置均與SNSW88RF熱水爐相同。

兩款熱水爐的熱水供應量為每分鐘10公升，產品備有溫度調控選擇旋鈕及全自動電子點火系統，開水即著，操作簡易。無論是強排式設計的SSSW10FE或密封對衡式設計的SNSW10RF，均安全可靠，絕對符合家用所需。

Meeting the market needs, SIMPA launched two new instantaneous gas water heaters - the SSSW10FE and SNSW10RF. The new SIMPA SSSW10FE model serves as an excellent alternative for the existing SIMPA TGW88FE, while the SNSW10RF version shares the same installation requirements as the existing SNSW88RF model. With its streamlined design, the SSSW10FE's attractive appearance makes it ideal for kitchens or enclosed balconies, whereas the SNSW10RF is perfect for modern bathrooms.

Both water heaters are able to supply 10L of hot water per minute. The water temperature control knob and automatic electronic ignition system mean that the new water heaters are convenient, user-friendly and easy to operate. The SIMPA SSSW10FE has a forced draught flue design while SNSW10RF has a safe and reliable room-sealed fan assisted flue design. With their streamlined design, easy-to-use, safe and practical features, the two new gas water heaters are tailor-made for families with diverse needs.

全新 The New

TGC

TTYO

嵌入式煤氣焗爐 Built-in Gas Oven



TGC為煤氣公司原創品牌，推出的爐具一向以高質素見稱。最近，TGC爐具系列增添一個新成員 - 全新TTYO嵌入式煤氣焗爐，可替換現有的得樂牌(Tecnogas)T01嵌入式焗爐，讓客戶有更多選擇。此款焗爐原產地為意大利，外形時尚，配以黑色玻璃和白色玻璃兩種顏色，以配合櫥櫃設計。

TGC TTYO嵌入式煤氣焗爐兼具燒烤功能，內置風扇配以熱風對流式設計，使焗爐溫度平均，烹調效果更理想；加上採用數字式電子響鬧計時時鐘，烹調時間更容易掌握。焗爐更備有自選開關焗爐燈，既節省能源又環保；而搪瓷焗爐內壁，方便顧客清潔。

TGC, our innovative and well-known Towngas brand, offers top quality appliances that satisfy customer needs. TGC recently launched a new built-in gas oven, the TTYO. Manufactured in Italy, in either stylish white or black glass versions, it gives customers an alternative choice to our existing Tecnogas T01 model.

TGC TTYO is a space-saving 2-in-1 combination oven with a built-in grill. It has a convection fan to ensure even temperature and better cooking performance. A digital timer provides easy cooking control while the optional oven light promotes energy savings. With an easy-to-clean enamel coated oven interior, it makes cooking even more enjoyable and convenient.



全新樂富及沙田煤氣客戶中心啟用 New Customer Centres Open in Lok Fu and Shatin

最近有兩間全新的煤氣客戶中心正式投入運作，為客戶提供更貼心的服務。為配合樂富中心商場一期的裝修工程及舖位重置，全新的樂富客戶中心已遷往三樓T063N號舖；而沙田客戶中心亦由禾輦邨商場遷往沙田中心商場三樓25G-H號舖。這兩間客戶中心已分別於2007年11月21日及今年1月31日正式開幕，繼續提供一站式兼多元化的專業服務，讓市民體驗新一代優質生活模式。

全新啟用的樂富及沙田客戶中心，為客戶提供繳付煤氣賬單、辦理安裝手續、預約上門維修爐具及一般查詢等基本服務，營業時間為每日上午十時至晚上八時。

Towngas relocated two of our Customer Centres, as part of our continuous commitment to bringing imaginative solutions and ever-better services to residents while at the same time retaining all our well-tried and trusted core services. Lok Fu Towngas Customer Centre was relocated to Shop T063N, 3/F, Lok Fu Shopping Centre Phase I on 21 November 2007, while the new Shatin Towngas Customer Centre commenced operation on 31 January 2008 at Shop 25G&H, Level 3, Shatin Centre.

Open from 10am to 8pm daily, the brand new Customer Centres in Lok Fu and Shatin continue to serve as a general enquiry point as well as a convenient location for customers to settle their bills, make installation appointments and arrange maintenance and check-up visits.



● 樂富客戶中心。
Lok Fu Customer Centre.



● 沙田客戶中心。
Shatin Customer Centre.



環保空間 Environment

煤氣推動綠色環保採購 Towngas Promotes Green Purchasing



● 舊電子產品回收：同事反應非常熱烈，共收到超過5000件舊電子產品。煤氣公司每收集一件舊電子產品，另會捐出\$20予樂施會，而回收變賣所得的收入更全數捐給樂施會。

In our collection of used electronic products more than 5000 used electronic items were gathered. Towngas donated \$20 to Oxfam Hong Kong for every item collected. All proceeds from the sales of these items were also donated to Oxfam.

煤氣公司今年繼續透過多項措施和活動將環保採購和保護環境的理念付諸實行，致力改善環境。

煤氣公司執行董事暨營運總裁關育材聯同11位來自政府部門及多間商業機構的代表，於2007年10月簽署成立《環保採購約章》成為約章的創會會員。《環保採購約章》的訂立標誌著綠色採購在本港的發展進入新里程，不單充份彰顯工商界追求優質環境的決心，亦顯示私營機構與非政府組織合作無間，攜手推動環保理念。

In the past year, Towngas has continued to put green purchasing and environmental protection into practice through a number of measures and initiatives.

Eleven representatives from the government and various business organisations joined Towngas Executive Director and Chief Operating Officer James Kwan to sign the Hong Kong Green Purchasing Charter as Founding Members. The Charter, which represents a new milestone for

● 再造紙品：為宣傳循環再用，煤氣公司於去年6月正式推出多種只採用少量漂白劑的再造紙品，包括名片、信封及信紙等。

Recycled Paper Products: In June last year, Towngas unveiled several recycled paper products, ranging from name cards to envelopes and writing paper. The recycled paper uses considerably less bleaching agents during the manufacturing process.



green purchasing in Hong Kong, testifies to the environmental commitment of the industrial and commercial sectors, apart from also demonstrating the collaboration among private-NGOs in the pursuit of environmental excellence in Hong Kong.

簽署《停車熄匙約章》 共建綠色香港 Towngas' Pledge against Idling Engines

香港空氣污染情況日漸嚴重，在立法強制停車熄匙仍在討論階段之際，煤氣公司與另外七大商業機構率先於去年12月2日簽署《停車熄匙約章》，全力支持由環境保護署及香港西區扶輪社合辦的「清新空氣、停車熄匙」計劃，承諾盡力訂立明確的停車熄匙計劃，鼓勵員工參與及推動停車熄匙，提高大眾對保護環境、節約能源的關注。

Towngas demonstrated our support for the "Turn Off Idling Engines & Healthy Living Project" jointly organised by the Environmental Protection Department and the Rotary Club of Hong Kong Island West by signing a pledge, hand-in-hand with seven other business organisations on 2 December last year. The pledge highlights our commitment to raising public awareness of environmental protection and energy conservation issues with the introduction of this initiative against idling vehicle engines. We are also doing our utmost to encourage employees to join in and support this and other similar initiatives.



2007健康、安全及環保同樂日 2007 Health, Safety and Environment Day

煤氣公司於去年11月11日舉辦「2007健康、安全及環保同樂日」，並以『防火及安全』為題，向同事推動「安全環保應常在，締造健康為未來」的訊息。

除了攤位遊戲及展覽，今年活動更首次舉辦消防及安全競技邀請賽，吸引1,600位同事與其家屬及承建商到場，場面熱鬧。

Towngas held the "2007 Health, Safety and Environment Day" on 11 November 2007 promoting the theme "Fire Safety and General Safety" to enhance employee understanding and awareness of health, safety and environmental protection issues.

In addition to game booths and exhibition displays, the 2007 carnival was the first such event to feature fire safety and general safety challenges. The event attracted 1,600 participants which not only included employees and their families but also our contractors and other partners.



● 在「滅火先鋒」賽事中，參賽者穿上消防員裝束，鬥快趕到終點的火場。
Contestants donned fireman gear and dashed to the fire scene.



● 煤氣公司常務董事陳永堅(右六)、執行董事暨營運總裁關育材(左五)、執行董事及公司秘書陳遠雄(右四)，以及多個政府機構及環保團體等嘉賓主持開幕儀式。

Towngas Managing Director Alfred Chan (sixth from right), Executive Director and Chief Operating Officer James Kwan (fifth from left), Executive Director and Company Secretary Ronald Chan (fourth from right) and representatives from several government departments and green groups officiated at the kick-off ceremony.



煤氣首個社會企業「COOK EASY 煮餸易」 全港首項餸菜包送遞服務

Towngas First Social Enterprise – “COOK EASY”
A Pioneering Food Pack Delivery Service for Hong Kong



- 去年12月11日的開展典禮上，煤氣公司執行董事暨營運總裁關育材(左一)、東華三院主席王家龍(左二)及恒基兆業地產有限公司執行董事孫國林(右一)、示範烹調「COOK EASY煮餸易」餸菜包，勞工及福利局局長張建宗(右二)即席品嚐三人的廚藝。
Secretary for Labour and Welfare Matthew Cheung (second from right) savoured “COOK EASY” dishes cooked by Towngas Executive Director and Chief Operating Officer James Kwan (first from left), Tung Wah Group of Hospitals Chairman Peter Ong (second from left) and Henderson Land Development Company Limited Executive Director Suen Kwok-lam (first from right).

煤氣公司與東華三院合作，推出全港首個餸菜包送遞服務「COOK EASY煮餸易」，聘用弱能人士每日為繁忙的都市人預備新鮮健康的餸菜包，是公司首個社會企業項目。

「COOK EASY煮餸易」餸菜包的食譜由煤氣烹飪中心設計，而東華三院「自在軒餐飲服務」負責每日預備新鮮材料，並安排弱能或低收入人士負責清洗、醃製、配備醬料以及包裝等工序。顧客只需依照包裝上的指示烹調餸菜包，便能享用一頓新鮮健康的住家飯。「COOK EASY煮餸易」現時共有40多款營養豐富的菜式供選擇，售價由港幣16至32元不等。恒基兆業地產有限公司亦予以支持，向住客推介是項服務。

煤氣公司、東華三院以及恒基集團於去年12月11日為這項社會企業舉行開展典禮，勞工及福利局局長張建宗應邀出席。煤氣公司執行董事暨營運總裁關育材、恒基集團執行董事孫國林及東華三院主席王家龍，更即席示範以「COOK EASY煮餸易」餸菜包烹調既方便又美味的餸菜。

「COOK EASY煮餸易」既為弱能人士提供就業機會，亦為都市人帶來健康方便的佳餚，充份發揮「各展所長、各取所需」的社會企業精神。

Towngas and the Tung Wah Group of Hospitals (TWGHs) unveiled “COOK EASY”, the first food pack delivery service in Hong Kong and the Company's first social enterprise initiative, at the end of 2007. “COOK EASY” offers mentally-handicapped individuals the opportunity for gainful employment with the daily

- 「COOK EASY煮餸易」的菜單由煤氣烹飪中心的導師設計，對各類菜式的烹調方法甚有心得，餸菜包能適合不同人士的口味。
“COOK EASY” food packs use a variety of recipes designed by our Towngas Cooking Centre.



preparation of nutritious food packs. These food packs offer pre-prepared fresh ingredients for time-pressed people in Hong Kong who nevertheless relish their home cooking.

Based on special recipes designed by our Towngas Cooking Centre, TWGHs' “Take a Break” Catering Service orders ingredients for the “COOK EASY” food packs and employs the mentally-handicapped as well as low-income individuals to help with the cleaning, seasoning, saucing and packaging of the products. As the name “COOK EASY” suggests, with these freshly prepared food packs, healthy home-style meals can be ready in minutes simply by following the instructions printed on the packages. More than 40 “COOK EASY” food pack options are now available at prices ranging from \$16 to \$32 a pack. Henderson Land Development Company Limited has also pledged its support by promoting the service to residents at their property developments in Hong Kong.

The kick-off ceremony for this groundbreaking social enterprise initiative, was held on 11 December 2007 with Secretary for Labour and Welfare Matthew Cheung attending as the guest of honour. A highlight of the event was the personal demonstration given by Towngas Executive Director and Chief Operating Officer James Kwan, Henderson Land Development Company Limited Executive Director Suen Kwok-lam and TWGHs Chairman Peter Ong on how easy it is to turn “COOK EASY” food packs into mouthwatering meals.

The “COOK EASY” initiative, which seeks to provide employment for people furthest away from the labour market while at the same time offering a new service to the general public, is a typical example of the true spirit of a social enterprise.



與匡智會合辦慈善午餐

Charitable Luncheon with the Hong Chi Association

煤氣公司由去年10月開始與匡智會合作，協助匡智會智障學員舉辦「燃點愛心慈善午餐」，為匡智會籌募善款之餘，亦讓學員汲取營運餐飲方面的經驗。慈善午餐於匡智會轄下的園景軒餐廳舉行，煤氣公司「名氣廊」贊助當日午餐的食材，並派出行政總廚陳良昶及餐飲部同事親身教導智障學員製作沙律，以及講解日常水吧和廚房的工作流程。陳良昶認為學員的工作態度一絲不苟，各人均

珍惜每個工作機會，相信實習經驗有助提升學員在餐飲市場上的競爭力。參加慈善午餐的嘉賓亦讚賞學員的工作態度專業，服務水準一流。

匡智會松嶺綜合職業訓練中心每年為250名輕度至中度智障青年提供培訓，如餐飲、酒店服務，以至環保工作。去年就有數十名完成培訓的學員獲得五星級酒店聘用為長期員工。

Raising funds for the Hong Chi Association and helping its mentally handicapped trainees sharpen their skills in catering management, Towngas offered

a helping hand to the Association's charitable luncheon held at the Hong Chi Garden View Lounge since October 2007. Towngas Avenue supplied and sponsored the ingredients for the luncheon. Towngas Avenue Executive Chef Kenneth Chan and restaurant staff demonstrated their salad making skills to

the trainees, while also describing the work flow of a normal beverage counter and kitchen. Chan was impressed by the keen learning attitude of the trainees and said how pleased he was to help, as such on-the-job training experiences will enhance their competitiveness in the job market. The trainees' service professionalism also earned widespread appreciation from the guests.

The Hong Chi Pinehill Advanced Training Centre offers vocational training in areas such as catering, hotel and environmental services for about 250 young adults, suffering from a mild to moderate mental handicap, every year. Dozens of Hong Chi trainees received long-term employment contracts from five-star hotels last year upon completion of their training.



●「名氣廊」及餐飲部同事與舉辦慈善午餐的匡智會學員合照。
Towngas Avenue staff with Hong Chi trainees.



煤氣義工隊獲頒最高服務時數獎

Towngas Volunteer Service Team Honoured for Active Social Involvement

煤氣公司的「溫馨義工隊」及「客戶義工隊」積極參與各項義工及公益活動，服務社群。社會福利署為表揚各機構義工隊鼎力參與義務工作，於去年12月1日假香港理工大學賽馬會綜藝館舉辦「2007年香港義工嘉許典禮」。當晚社會福利署頒發「2006年最高服務時數獎(私人團體—最積極動員客戶參與獎)亞軍」予煤氣公司，由企業人力資源總監鄭蕙芬、「煤氣溫馨義工隊」主席王佩兒與「溫馨義工隊」，從社會福利署署長余志穩手上接過獎項。

The Towngas Volunteer Service Team and Towngas Customer Volunteer Team are actively involved in a number of charitable initiatives to bring warmth and care to the community. In appreciation of Hong Kong's voluntary efforts, the Social Welfare Department organised the "Hong Kong Volunteer Award Presentation Ceremony 2007" at the Polytechnic University's Jockey Club Auditorium on 1 December 2007. Towngas was named first runner-up in the "Highest Service Hour Award in 2006 (Private Organisations - Best Customers Participants)". Representatives from the Towngas Volunteer Service Team, led by our Head - Corporate Human Resources Margaret Cheng and Chairperson of the Towngas Volunteer Service Team Catherine Wong received the award from Director of Social Welfare Stephen Fisher on behalf of the Company.



●煤氣公司企業人力資源總監鄭蕙芬(右四)與「煤氣溫馨義工隊」主席王佩兒(左四)率領「煤氣溫馨義工隊」，接受社會福利署署長余志穩(中)頒贈「2006年最高服務時數獎(私人團體—最積極動員客戶參與獎)亞軍」。

Towngas was named first runner-up in the "Highest Service Hour Award in 2006 (Private Organisations - Best Customers Participants)". Representatives from the Towngas Volunteer Service Team, led by Towngas Head - Corporate Human Resources Margaret Cheng (fourth from right) and Chairperson of the Towngas Volunteer Service Team Catherine Wong (fourth from left) received the award from Director of Social Welfare Stephen Fisher (centre).



Cooking for Fun 兒童英語學習坊

Children English Learning Workshop



● AFS國際交換生參與Cooking for Fun，指導小朋友學習簡易烹調美食，同時教授英語。
Exchange students on the AFS Intercultural Programme helped to teach children English through fun cooking classes.

由社會福利署全力支持，「煤氣溫馨義工隊」推出的『Cooking for Fun兒童英語學習坊』服務，於全港不同地區安排有需要的小朋友，參加以飲食烹飪為題材的英語學習課程，提高他們對學習英語的興趣。

小朋友可以透過課程製作簡單易做的美食，如「雜果忌廉班戟」、「麵包壽司卷」等，從中學習實用英文詞彙及日常英語會話。義工導師亦會教授中西餐桌禮儀，由餐桌的擺設、各種刀叉使用方法，以至餐桌禮儀等，讓小朋友寓學習於娛樂。

學習坊導師主要由「煤氣溫馨義工隊」的一班義工組成。由去年11月開始，煤氣公司更透過「AFS國際交換生計劃」，邀請從海外來港的留學生擔任義工導師，協助教授英語。

此計劃自推出以來，已為全港多個地區約900位小朋友安排學習課程，遍及天水圍、元朗、東涌及香港仔等地區。

With the support of the Social Welfare Department, the Towngas Volunteer Service Team unveiled the "Cooking for Fun – Children English Learning Workshop" for children from needy families. The workshop is designed to enhance participants' interest in learning English through fun cooking.

During the workshop, the children are exposed to numerous English words and diverse conversation through the preparation of simple snacks. Under the guidance of voluntary tutors, the children are also taught both Chinese and Western table manners in a fun and amusing atmosphere.

The programmes are mainly taught by members of the Towngas Volunteer Team. Since November last year however, exchange students from the AFS Intercultural Programme who are staying in Hong Kong have also been serving as voluntary English tutors for the workshop.

Since its launch, the workshop has worked with 900 children from Tin Shui Wai, Yuen Long, Tung Chung, Aberdeen and other areas across the territory.

「折」食為公益 2007

The Community Chest's Skip Lunch Day 2007

為響應於去年12月7日舉行的公益行善「折」食日，煤氣公司鼓勵僱員節省當日午餐開支，將該款項捐贈予公益金所資助的「露宿者及籠屋居民服務」。煤氣公司的職員踴躍支持善舉，合共認購了2,500個「折」食心意禮包；連同公司的捐款，為公益金共籌得港幣61,197元，成績令人鼓舞。

On 7 December 2007, Towngas employees were encouraged to donate their lunch money to the "Services for Street Sleepers and Cage Residents" in support of the Community Chest's Skip Lunch Day. We raised HK\$61,197 for the Chest through the event, with proceeds from the 2,500 Skip Lunch Day Packs purchased by staff together with the donation from the Company.



明火煮食

明火煮食推介 Flame Cooking Recipe

Steamed Chicken in Lotus Leaf Parcel

包蘿萬有



材料 Ingredients

鮮雞(約450克)	半隻	Chicken (approx 450g)	1/2 pc
冬菇(浸透)	3隻	Chinese dried mushrooms (soaked)	3 pcs
薑	2片	Ginger	2 slices
蔥	1條	Spring onion	1 stalk
荷葉(乾或鮮)	1塊	Lotus leaf (fresh or dried)	1 pc

調味料 Seasoning

鹽	1/2茶匙	Salt	1/2 tsp
糖	1/4茶匙	Sugar	1/4 tsp
雞粉	1/2茶匙	Chicken powder	1/2 tsp
薑汁酒	1湯匙	Ginger wine	1 tbsp
生抽	1/2湯匙	Light soy sauce	1/2 tbsp
生粉	1湯匙	Cornstarch	1 tbsp
胡椒粉	少許	Pepper	A pinch
麻油	少許	Sesame oil	A dash
油(後下)	1/2湯匙	Oil (use later)	1/2 tbsp

做法 Method

1. 洗淨雞後斬件，加入調味料拌勻，待半小時。
 2. 浸透冬菇後切片，薑切絲，與雞件拌勻。蔥切短度。
 3. 將荷葉放半鑊滾水內拖軟，抹洗乾淨，置蒸籠內。
 4. 雞件放荷葉上，包好，隔水蒸約15分鐘，取出，洒上蔥度，趁熱上桌。
1. Clean the chicken, chop into bite-sized pieces. Season and leave for 1/2 hour.
 2. Soak the mushrooms until soft, cut into pieces. Shred the ginger. Mix the mushroom and ginger with the chicken. Section the spring onion.
 3. Blanch the lotus leaf in boiling water until soft. Rinse and wipe clean, ease into a steamer.
 4. Arrange the chicken on the lotus leaf, wrap up. Steam for 15 minutes, unwrap and then sprinkle the spring onion on top, serve hot.



專業服務 贏得客戶讚賞 Service Professionalism Wins Acclaim



● 零售市務部太古城客戶中心經理陳佩鳳憑著具備如安裝技術員的豐富知識，為客戶劉小姐提供專業意見，解決疑難。

With her excellent service provision and profound technical expertise, Magki Chan, Centre Manager, Retail Sales of Taikoo Shing Towngas Customer Centre received strong customer praise.

煤氣公司除了舉辦「最親切服務大使選舉」，亦透過不同渠道鼓勵僱員繼續發揮以客為尊的精神，向一直為客戶提供優質服務的前線僱員，予以嘉許。公司最近收到客戶劉小姐來函，表揚零售市務部太古城客戶中心經理陳佩鳳的專業知識和服務態度。

剛搬入大埔比華利山的劉小姐，在新居裝修期間發現家中的冷氣機導致住所無法安裝煤氣乾衣機，於是到煤氣公司太古城客戶中心查詢，遇上了零售市務部的陳佩鳳。

陳佩鳳即時為劉小姐提供專業意見，細心解釋只要在窗上安裝一個通風器，問題便能迎刃而解。陳佩鳳設法滿足客人的需要，獲劉小姐來信讚揚：「陳小姐對客戶有禮，而且詳盡解釋各種產品。一個客戶中心職員具備如安裝技術員的豐富知識，這種職員不但為貴公司增益不少，也是我們客戶之福。」

對公司同事而言，客戶的讚賞是最有力的鼓勵，謹此感謝劉小姐的來函，我們必定繼續努力為客戶提供優質服務，不負所望。

Through the Towngas' "Most Caring Service Ambassador Campaign" and other innovative incentives, Towngas employees are encouraged to perpetuate the Company's customer-oriented traditions. Recently, we received a letter from a satisfied Towngas customer Ms Lau, who commended Magki Chan, Centre Manager, Retail Sales of our Taikoo Shing Towngas Customer Centre for her professional services.

Having recently moved to The Beverly Hills in Tai Po, Ms Lau had trouble installing gas dryer in her apartment where was installed an air-conditioner. On a visit to the Taikoo Shing Towngas Customer Centre, she explained the problem to Magki.

Demonstrating her professionalism, Magki advised Ms Lau that her problem could be solved by installing a ventilator at the window. Magki's helpful attitude and competent service advice so impressed Ms Lau, that in her letter she wrote, "Ms Chan offered a detailed explanation in a courteous manner. She demonstrated profound technical knowledge comparable to the expertise of technical staff. She is a valuable asset to your company and a blessing for customers."

We are grateful for Ms Lau's compliments, as customer commendations are a powerful stimulus for our continuing pursuit of excellence. We pledge to maintain our professional services to keep our customers happy.

客戶服務關注小組 Customer Focus Team

煤氣公司客戶服務關注小組於1993年成立，是公司與客戶建立有效溝通的重要橋樑，確保公司服務令客戶稱心滿意。

小組由公司中與客戶服務有關的部門管理人員組成，主要來自客戶服務部、客戶會計組及零售市務部等。小組平均每月到訪兩個公共屋邨或私人屋苑，在探訪期間傳達與煤氣服務、煤氣使用安全須知、繳費方法及產品介紹等各項重要資訊。小組亦會收集及解答客戶對公司產品及服務的意見，從而改善服務質素，進一步加強煤氣公司與客戶之間的聯繫，與各區用戶建立良好關係。

Since its inception in 1993, the Customer Focus Team has proven to be an effective communication channel between Towngas and our customers, helping to ensure that our services fully meet customer expectations.

Consisting of senior staff from Customer Services, Customer Accounts and Retail Marketing, the team visits two public housing estates or private residential buildings every month to discuss issues related to Towngas services, such as gas safety, bill payment and gas appliances. The team also solicits comments and views from customers to provide even better products and services.



● 客戶服務關注小組於今年1月7日探訪明愛牛頭角長者中心，舉行第360次探訪。

The Customer Focus Team visited Ngau Tau Kok Caritas Elderly Centre on 7 January 2008. The visit marked the team's 360th visit since its inception.

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到訪，請與企業傳訊部聯絡：

地址：香港北角渣華道363號15樓香港中華煤氣有限公司企業傳訊部

電話：2963 3483 傳真：2516 7368 電郵：ccd@towngas.com

If you are interested in a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Communications Department at:

Address: Corporate Communications Department, The Hong Kong and China Gas Company Limited, 15/F, 363 Java Road, North Point, Hong Kong

Telephone: 2963 3483 Fax: 2516 7368 E-mail: ccd@towngas.com