

From dislike to like to indulged!

I knew nothing about customer service excellence until joining Hong Kong Young Ambassador Scheme (HKYAS). Before that, one old saying “Customer is always right.” had given me an negative impression that providing customer service entails suppressing one’s anger, keep apologizing and being scolded unreasonably in the public. Fortunately, ample opportunities, intensive yet educational training workshops, fascinating visits and enriching talks arranged by HKYAS have given me a clear, positive, direct insight of this field. Not only my misunderstanding is wiped away, the scheme had also inculcated me with professional skills and right mindset in customer service, and granted me lifelong friendships!

A week of intensive training is indeed demanding, but it was well worth it when we think of what we have gained. The city tracing activity has equipped me and my team with problem solving skills, well time management and networking skills, we can also acquire a more in-depth understanding of our home, HK. Inspiring speeches, fruitful workshops and words of wisdom given by seasoned professionals have given a full picture of the industry, if not detailed, led me to be prepared for the upcoming challenges. Corporations with customer service excellence practices have demonstrated us how to put the theories and techniques learnt in workshops and talks in good use. Indisputably, we have acquired knowledge of a wide spectrum of customer service.

Personally, the most precious gift I am granted is finding myself evinces an avid, keen, passionate interest in customer service. The unforgettable visit to the Poly University School of Hotel and Tourism Management and Hotel Icon together with different customer service experiences has ignited my aspiration to devote myself in this industry in that I derive great joy in being repaid by the fervid and beautiful smiles.

But how can I make my customer smile fervidly? “Do more than expected.” a line given by the speaker William, which is etched deeply in my heart in that to provide thoughtful, warm and sweet customer service, meeting the basic needs of the customers does not suffice, but to anticipate their de facto needs from their perspective and provide more than he or she can expect. The simplest way would be to stay alert and look for any customer in need and approach them before they ask for your helping hand.

To “do more than expected.”, I learnt that being respect is the key. Various creative workshops offered by HKYAS, had taught us the strategies to resolve possible challenges that we might encounter during stationing in the future. Although the saying “customer is always right” had been rendered obsolete, the core value of paying respect to customer is perpetual, especially when dealing with complaints from grumpy customers, our tactful communicating skills learnt in HKYAS will help a lot in pacifying the customer by explaining in a less direct way and provide our professional customer services.

HKYAS is definitely the highlight of my life, here, you can learn things you can’t get from textbooks, ample and precious opportunities and most importantly, HKYAS helped me to identify myself! I believe the attributes, comprising a sense of responsibility, willingness to collaborate with people, and perseverance I demonstrated and developed through the training has laid the solid foundation for my commitment in HKYAs. I am confident to say: “I am ready!”

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