

成功，全因樂意付出！

It's His Willingness to Contribute that Makes Him Success!

校友專訪 / Alumni Feature

張雷, Fagin
2009年 西澳柏斯學院酒店管理高級文憑畢業
現於置地文華東方酒店的Amber餐廳工作，擔任Captain一職

Cheung Lui, Fagin
2009 Advanced Diploma of Hospitality Management, Perth Institute
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Working at Amber Restaurant of Landmark Mandarin Oriental Hotel as Captain

「我希望幫助別人發掘自己長處，
讓他們發揮所長！」

"I feel so excited to see other people maximizing their potential through personal development."



「我是現在全餐廳年紀最小的Captain。」25歲的Fagin在畢業後短短6年已晉身米芝蓮三星餐廳Amber的管理層，餐廳上下的服務員也屬於他的團隊，「一般要28、29歲才可晉升至這崗位。」訪問之先會奇怪他憑什麼，訪問過後，筆者完全感受到，就是他那顆願意貢獻之心，讓Fagin脫穎而出。

"I am the youngest Captain in the restaurant." Fagin, a 25-year-old young man, has already promoted to the role of Captain in Amber, which is a Michelin 3-star restaurant, being the head of all restaurant's junior staff. "People normally take at least 9 to 10 years to be promoted to this position."

What is Fagin's secret of success?"

Before this interview, I felt so curious about how Fagin could get promoted to this position at the age of 25. But then I knew it is his willingness to serve that leads him to the forefront.

年輕·增值·博學

「團隊內有不同隊友，有些年紀比我大，我必須不斷學習，充實自己，才能服眾。」Fagin說，「記得當年HKUE的老師，全部博學多才。他們對酒店管理、Food & Beverage、服務業的認識既深又廣。有一次我問老師：『如果有客人食到玻璃碎可以點處理？』老師立刻就這個問題模擬多個可能出現的結果，包括客戶及公司的反應，並根據每個模擬情況給予可行的方案。這讓我見識到實力的重要性。」

Fagin不僅熟悉公司每項產品，好學的他對大部份餐飲業熱門的食物或飲品，都有深入認識，例如不同類別的芝士、各款酒類、咖啡拉花技術等，更因此獲得客戶的讚賞。

「曾經有一位倫敦五星級酒店的F&B Director，稱讚我對芝士的認識比她酒店的Cheese Sommelier還要深。又有一次，一位布里斯班Resort的老闆去信到公司，表揚我的博學。」然而Fagin不無犧牲，他利用工餘時間增值，每天只睡5小時，即使乘車的時間也不放過，上網學習不同酒類及食物的性質。今天，他已獲得品酒師認證，能列出法國每一種名酒的產地。

接受·付出·貢獻

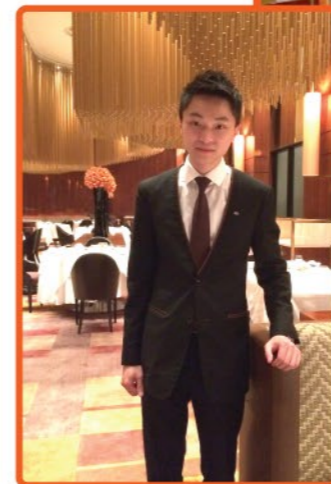
已獲得到認同的Fagin，心中還有更遠大的目標。

「我希望幫助別人發掘自己長處，讓他們發揮所長！以前我讀書的成績不算理想，香港傳統教育制度不適合我，幸好HKUE讓我有機會在香港接受澳洲升學途徑，加上澳洲的酒店管理課程內容，讓我發現自己有Operation的天份。HKUE的課程注重實用及應用性，讓我可透過實習課堂實踐理論，再加上老師的啟發，令我在Housekeeping、Cocktail、Coffee等實用性的科目上都得到很高分數，一切一切，成就今天我在餐飲上的事業。」

就算多繁忙，Fagin也堅持發掘隊友所長，成為別人的伯樂。

「有一位下屬為人較散漫，我就引導他思考工作目標。我知道他希望三年內晉升為Junior Captain，但以他當時的態度，這個位置確實遙不可及。我於是叫他觀察我作為Captain的工作態度，漸漸他也開始作出改變，現在他已向Junior Captain的方向邁進了一大步。」

「我盼望把這份助人成長的精神發揚光大，與隊友攜手成長。」Fagin堅定地說。



Fagin之所以能讓客人有賓至如歸的感覺，是因為他對公司也很有歸屬感的原故。The reason why Fagin can always make customers feel like being home at Amber, because Fagin feels the same too.

Young and Erudite

"Being a leader, I need to be competent, so that I can convince my staff, including those who are more experienced than me. Thus, I keep on learning new things to equip myself." Fagin said. "I remember the teachers are all very erudite at HKUE. They are familiar with everything related to Hospitality, Food & Beverage and Customer services. Once, I asked my teacher 'What should I do if a customer eats a piece of broken glass accidentally in my restaurant?' The teacher immediately gave me a few solutions based on the seriousness of the accident, including the reaction of the company and the customer. They made me understand the importance of ability."

Today, Fagin is well-versed with every product of the company. He is an expert in cheese, wine and Latte art as well. His erudition wins him lots of applause from his customers.

"A customer, who is the F&B director of a 5-star hotel in London, praised me by saying I knew cheese more than her Cheese Sommelier in the hotel. Another customer, who is the boss of a resort in Brisbane, wrote my company a letter saying I am knowledgeable in many areas." However, his amazing performances are not without reasons. He sleeps only 5 hours a day and spends the remaining time on furthering his studies. He is so hardworking that he does self-study online when travelling to work by bus, such as learning Latte Art and the characteristics of different foods. Today he has acquired the professional qualification of a Sommelier and he can name all origins of each famous French wine as well.

Accept and Contribute

Fagin has a vision that is beyond the recognitions from the company and the customers.

"I feel so excited to see other people maximizing their potential through personal development. I wasn't good at study in the past, but HKUE helped me to find my direction. HKUE adopts the Australian teaching style, which puts a lot of emphasis on practicability and applicability. This institute has given me a platform to practice the knowledge acquired in class and allowed me to enjoy the Australian education system without going abroad. I then gained high marks in the practical subjects including Housekeeping, Cocktail and Coffee. Together with the assistance of my teachers, I started to pursue my career in Food & Beverage industry."

Fagin still adheres to exploring the potentials of his subordinates, although he is busy.

"One of my colleagues is always careless and frivolous at work, so I tried to induce him to reflect on himself. He told me that he wants to get promoted to the role of Junior Captain in three years' time. Although his performance at that time was not qualified at all, I then asked him to observe my working attitude as a Captain. He then realized his weaknesses and started to make improvement proactively. Today, he has moved a big step forward in his journey to become a Junior Captain."

"I wish to walk hand in hand with my colleagues and spread this good spirit of helping the others to the society!" Fagin said firmly.



當Fagin提起幫助別人發掘長處時，不禁露出愉快的笑容。Fagin is excited when he sees other people maximizing their potentials.