

得獎者名單 Awardee list

香港國際機場 優質顧客服務計劃
Hong Kong International Airport Customer Service Excellence Programme



機場保安有限公司 Aviation Security Company Limited

李錦瑤 LEE Kam Yiu

大家樂集團有限公司 Café de Coral Holdings Limited

鍾偉強 CHUNG Wai Keung, Bo
胡國賢 WOO Kwok Yin

國泰航空 Cathay Pacific Airways

陳玉華 CHAN Yuk Wa, Vera
張子揚 CHEUNG Tsz Yeung, Kelvin
朱銘強 CHU Ming Keung
劉麗娥 LAU Lai Ngor, Brenda
李有愉 LEE Yau Yu, Jojo
廖潔儀 LIU Kit Yee, Kitty
呂茜茜 LUI, Sisi
吳依文 NG Yee Man, Yvonne
蘇桂玲 SU Guey Ling, Shirley
譚瑛儀 TAM Pui Yee, Paulry
曾紅 TSANG Hung, Leila
黃啟泰 WONG Kai Tai, Tony

中華航空 China Airlines

張維德 CHEUNG, Lawrence
朱柏茜 CHU, Patsy
林蕙君 LAM, Maria
李靜敏 LI, Winnie
謝惠賢 TSE, Elizabeth

香港中旅汽車服務有限公司 China Travel Tours Transportation Services HK Limited

劉玉蘭 LAU Yuk Lan

香港海關 Customs & Excise Department

陳致中 CHAN Chi Chung
何鑒照 HO Yuk Chiu
江舜文 KONG Shun Man

長榮航空 EVA Air

徐雅嫻 HSU, Hsien
黎海琪 LAI, Katie

香港機場地勤服務有限公司 Hong Kong Airport Services Limited

區倩茵 AU Sin Yan, Fiona
陳雪雯 CHAN, Ada Garcia
張鴻國 CHEUNG Hung Kwok, Chris
黎立盛 LAI Lap Shing, David
黎玉婷 LAI Yuk Ting
林偉強 LAM, Tommy
梁嘉樂 LEUNG Ka Lok, Carlo
梁秀霞 LEUNG Sau Ha, Natalie
凌子峯 LING Tsz Fung, Chris
呂嘉慧 LIU Ka Wai, Kerry
沙思瑛 SHA Sze Pui, Winnie
鄧毅良 TANG, Michael
謝溢銘 TSE Yat Ming, Roy
韋佩雯 WAI Pui Man, Mandy
袁家俊 YUEN Ka Chun, Dennis

香港國際機場碼頭服務有限公司 Hong Kong International Airport Ferry Terminal Services Limited

梁國灝 LEUNG Kwok Ho, Adrian

香港警務處 Hong Kong Police Force

張志洪 CHEUNG Chi Hung
張建祥 CHEUNG Kin Cheung
黎家智 LAI Ka Chi, Clement
梁偉浩 LEUNG Wai Ho
吳維烈 NG Wai Lit
潘毅信 PEARSON, Nicholas Andrew
潘譚騏 POON Chung Kei
譚務仁 TAM Mo Yan
曾浩然 TSANG Ho Yin
葉世柱 YIP Sai Chu
翁松彬 YUNG Chung Pan

香港旅遊發展局 Hong Kong Tourism Board

陳慧媛 CHAN, Karen
張慶偉 CHEUNG, Ray

入境事務處機場管制科 Immigration Department (Airport Division)

蔡奉孝 CHOI Fung Hau
劉月雲 LAU Yuet Wan
梁力文 LEUNG Lick Man
梁綺華 LEUNG Yee Wah, Stella
潘子遜 POON Tsz Shun
余尚明 SHAI Chun Ming

衛達保安有限公司 ISS Adams Secuforce Limited

陳榮基 CHAN Wing Kei
黃焯鏞 WONG Cheuk Kai
丘劍雄 YAU Kim Hung

怡中航空服務有限公司 Jardine Airport Services Limited

鄭廣開 CHENG, Mark Brian
劉麗珍 LAU Lai Chun, Jane
麥啟昌 MAK Kai Cheong, Ricky

翠鳥航空 Kingfisher Airlines

陳翠薇 CHAN, Malinda
林婉珊 LAM, Kathy

九龍香格里拉大酒店 Kowloon Shangri-La Hotel

CABALLES, Jassen

樺捷零售香港有限公司 Lagardère Services Hong Kong Limited

LAW, Rubio Gina
李碧琪 LI Pik Ki, Hugo
吳詠琴 NG Wing Kam, Queenie
謝萬程 TSE Man Ching, Nana

美心 Food² Maxim's Food²

陳國基 CHAN Kwok Kai
吳國禮 NG Kwok Lai
黃思梅 BONG Se Moi

力新清潔有限公司 Nixon Cleaning Company Limited

曹燕珍 TSO Yin Chun
華建業 WAH Kin Yip

Nuance Watson (HK) Limited

鄭麗芳 CHENG Lai Fong, Natalie
蔡雅雯 CHOY Nga Man, April
何艷珍 HO Yim Chun, Joan
康慧欣 HONG Wai Yan, Sally
郭秉政 KWOK Ping Ching, Dixon
黎美茵 LAI Mei Yan, Malinda
吳志君 NG Chi Kwan
曾立城 TSANG Lap Shing
楊健松 YEUNG Kin Chung, Wilson
阮慧敏 YUEN Wai Man

Richmont Asia Pacific Limited - Alfred Dunhill

詹敏思 JIM, Jamie
陳麗仙 CHAN, Frances

Select Service Partner (HK) Limited

陳國豪 CHAN Kwok Ho, Stanley
梁嘉莉 LEUNG Ca Lei
梁智偉 LEUNG Chi Wai
莫愷瑜 MOK Hoi Yu, Emily
吳耀榮 NG Yin Wing, Anson
黃瑞卿 WONG Sui Hing, Elsie
應妙齡 YING Miu Ling, Elaine

深圳市蛇口招港客運實業有限公司 Shekou Merchants Harbour Service Keyun Enterprises Limited

鄧楚鋒 DENG, Batise
方少濠 FANG, Jane
林春洪 LIN, Jay
曾智 ZENG, Nancy
周彩虹 ZHOU, Rainbow

信和集團旗下酒店 Sino Group of Hotels

劉君雄 LAU Kwan Hung, Paul

環島大陸通 Trans-Island Limousine Service Limited

陳詠欣 CHAN Wing Yan
李詠詩 LEE Wing Sze

威信設施管理有限公司 Wilson Facilities Management Limited

徐樹帶 TSUI Shu Tai

威信停車場管理(控股)有限公司 Wilson Parking (Holdings) Limited

張桂芳 CHEUNG Kwai Fong
鄧華勝 TANG Wah Shing
王嫻 WONG Han

環美航務公司 Worldwide Flight Services Holding S.A.

AZUR, Beda
陳瑞君 CHAN Siu Kwan

香港國際機場 優質顧客服務計劃 頒獎典禮

Hong Kong International Airport Customer Service Excellence Programme Award Presentation 2009/10

待客如親

發自內心

企業獎 Corporate awards



香港國際機場 優質顧客服務計劃 Hong Kong International Airport Customer Service Excellence Programme

卓越服務是任何成功業務的標記。香港國際機場6萬名員工從心出發，細心接待每一位旅客，使我們自1998年啟用以來，先後約30次獲推舉為全球最佳機場。

本冊子介紹優質顧客服務大獎2009的得主，他們都是優質顧客服務的典範，展示了香港國際機場服務的最高水平。

Superior service is the hallmark of a successful business. Every member of the 60,000-strong airport community serves from the heart, enhancing every facet of our day-to-day interactions with passengers. This commitment has earned us the recognition as the world's best airport about 30 times since we commenced operations in 1998.

These are the stories of our 2009 Customer Service Excellence Award winners – role models of customer service excellence, who together represent the highest standards of service at HKIA.

國泰航空 Cathay Pacific Airways



香港國際機場優質顧客服務大獎2009的主題「待客如親，發自內心」，正正反映國泰航空服務文化的核心價值。國泰航空服務香港市民超過60載，一直堅守優質服務發自內心的信念。

國泰航空全體地面及空中服務團隊深明卓越服務是國泰出類拔萃的關鍵，每每加倍努力，讓乘客感到賓至如歸。為表揚服務團隊的努力，國泰航空亦特別投放資源，確保同事得到所需的訓練及支援。

The theme of the Hong Kong International Airport Customer Service Excellence Awards 2009 - "From our heart to yours" – reflects the core values of the Cathay Pacific service experience. The airline has been serving the people of Hong Kong for more than 60 years; holding onto the firm belief that excellent service comes straight from the heart.

All of our service staff – both on the ground and in the air – understand that good service is what makes Cathay Pacific stand out from the competition; and they often go the extra mile to make passengers feel special. In turn, the airline recognises its service teams' great work, making a special effort to ensure they are given the training and support they need.



港鐵公司 MTR Corporation



港鐵獲公認為全球首屈一指的鐵路系統，以安全及可靠的列車服務、優質的顧客服務及具有成本效益見稱，乘客量每天達370萬人次。港鐵公司的目標是以關懷的服務，連繫及建設社區，成為國際公認的企業先驅。

港鐵公司一向積極宣揚關懷文化，致力提供細心體貼的優質服務，以滿足顧客的需要。公司上下一心，追求卓越服務。管理層亦積極鼓勵前線員工，向他們提供寶貴意見及所需資源，從而不斷提升服務水平。

港鐵公司一直提供優質服務，員工亦對乘客關懷備至。這些努力不單備受顧客讚賞，更獲得業界認同。港鐵公司因而屢獲殊榮，並在香港國際機場優質顧客服務計劃2009中，獲推選為運輸/旅遊/酒店及其他服務組別的企業獎得主。

港鐵公司承諾繼續為市民提供可靠和高效率的鐵路服務，心繫乘客生活的每一程。

The MTR Corporation is regarded as one of the world's leading railways in terms of safety, reliability, customer service and cost efficiency. Serving 3.7 million passengers a day, its vision is to be a globally recognised leader that connects and grows communities with caring service.

The MTR Corporation embraces a caring culture. At the heart of the Corporation's ongoing commitment to customer service is its dedication to meeting customers' needs by providing high quality service with thoughtfulness and care. A passion for excellent customer service permeates throughout the organisation. Senior management works to continuously improve customer service by providing frontline colleagues with encouragement, advice and the resources they require.

The MTR's commitment to customer service excellence – as well as its staff's efforts in providing caring service – is recognised not only by its customers, but also by the service industry. On top of the large number of awards the company has won, it was voted the winner of the Corporate Award in the Transport / Travel / Hotel & Other Services Category of the Hong Kong International Airport Customer Service Excellence Programme 2009.

The MTR Corporation pledges to continue providing reliable and efficient rail services, caring for the life journeys of all our passengers.



美心集團 Maxim's Group



美心集團一直與時並進，用心提供多元化的優質餐飲服務，時刻為顧客帶來最愉快及難忘的飲食體驗。

美心集團榮獲香港國際機場優質顧客服務計劃2009的企業獎，顯示集團在追求優質餐飲服務方面的努力深受認同。這個獎項亦鼓勵集團繼續追求卓越的顧客服務及食物品質，務求令顧客稱心滿意。

As an industry leader, Maxim's Group strives to provide diverse, high quality service to customers - providing the most "enjoyable" and "memorable" dining experience at all times.

Receiving the "Corporate Award" at the Hong Kong International Airport Customer Service Excellence Awards 2009 is a formidable recognition of Maxim's Group's commitment to quality catering services, and strong encouragement for the Group to continue delighting its customers through excellence in both customer service and food quality.



- 程序
Programme
- 香港國際機場優質顧客服務計劃頒獎典禮 2009/10
HKIA Customer Service Excellence Programme Award Presentation 2009/10
- 日期 Date 2010 - 4 - 28
 - 時間 Time 15:00 - 15:45
 - 地點 Venue 一號客運大樓 接機大堂中央通道
Terminal 1, Meeters & Greeters Hall, Central Access
 - 14:45 嘉賓接待
Guest reception
 - 15:00 香港機場管理局行政總裁許漢忠先生致辭
Remarks by Mr Stanley Hui, CEO of Airport Authority Hong Kong
 - 15:05 香港旅遊發展局主席田北俊先生致辭
Remarks by Mr James Tien, Chairman of Hong Kong Tourism Board
 - 15:10 揭幕儀式
Unveiling ceremony
 - 15:15 頒獎儀式 - 個人獎·團隊獎·企業獎
Trophy presentation - Individual Awards · Team Awards · Corporate Awards
 - 15:35 舞蹈表演
Dance Performance
 - 15:40 大合照
Group photo



香港國際機場
優質顧客服務計劃
Hong Kong International Airport
Customer Service Excellence Programme

團隊獎
Team awards

長榮航空 / 香港機場地勤服務有限公司
EVA Air / Hong Kong Airport Services Limited

黎海琪 副督導 (長榮航空)
Katie Lai Assistant Supervisor (EVA Air)

徐雅嫻 運務員 (長榮航空)
Hsien Hsu Traffic Officer (EVA Air)

林偉強 旅客服務助理 (香港機場地勤服務有限公司)
Tommy Lam Passenger Service Assistant (Hong Kong Airport Services Limited)



黎海琪 Katie Lai 林偉強 Tommy Lam 徐雅嫻 Hsien Hsu

2009年7月21日，黎海琪接獲二號客運大樓旅客服務中心來電，要求為一名患病旅客提供輪椅。黎海琪與徐雅嫻於是前往二號客運大樓接待，並發現該名旅客面色蒼白，而且全身發抖。

雖然該名旅客由妹妹陪同，但黎海琪與徐雅嫻懷疑她的身體狀況並不適合即時登機，於是建議她延醫求診，並答應為她們預留下一班往台北航班的機位。該名旅客對於可以先行求診感到安心，但要求在陽光下等候醫護人員到場。黎海琪與徐雅嫻於是帶她到二號客運大樓的步行橋上，讓她在陽光下等候。香港機場地勤服務的林偉強亦趕到現場，協助該名患病旅客。醫生為她診治後，認為她可以乘搭下一班飛機離港。

該名旅客後來在9月重返香港國際機場，並特別前來向黎海琪、徐雅嫻及林偉強三人道謝，感激他們當時也許救回她一命，因為她在台灣的醫生說，如果當時得不到適當的醫療護理，她可能會窒息致死。

On 21 July 2009, Katie received a call from the T2 Customer Service Centre, requesting a wheelchair for a sick passenger. Katie and Hsien then met the pale and shivering passenger at T2.

As they suspected the passenger - who was accompanied by her sister - might not be fit for travel, Katie and Hsien advised her to seek medical consultation and promised to reserve seats for them on the next flight to Taipei. The passenger was relieved to be able to see a doctor, but requested to spend some time in the sun while waiting for medical attention to arrive. Katie and Hsien took her to the T2 footbridge to let her wait in the sunlight. Tommy of HAS also arrived at the scene to assist the sick passenger. After seeing the doctor, the passenger was cleared to board the next flight.

The following September, the passenger returned to the airport to express her gratitude to Katie, Hsien and Tommy for possibly saving her life - as her doctor in Taiwan said she might have suffocated in the air without proper medical care.



吳志君 Ng Chi Kwan, Kwan 郭秉政 Yeung Kin Chung, Wilson 楊健松 Kwok Ping Ching, Dixon

Sound & Vision - Nuance Watson (HK) Limited

楊健松 營業員
Yeung Kin Chung, Wilson Sales Associate

郭秉政 營業員
Kwok Ping Ching, Dixon Sales Associate

吳志君 營業員
Ng Chi Kwan, Kwan Sales Associate

2009年11月某個下午，Sound & Vision的營業員吳志君看見一名年長婦人步入店舖。吳志君認得她是來自英國的訪港常客，但看來異常慌張，明顯地在尋找東西。

吳志君見到她神色不安，馬上趨前協助。該名旅客告訴吳志君她與丈夫失散了，但由於沒有手提電話，所以無法跟丈夫聯絡。由於她的航班在幾分鐘內便要起飛，吳志君建議她使用店內的固網電話致電丈夫的手提電話，但結果還是未能聯絡到她的丈夫。吳志君於是立即通知他的同事郭秉政和楊健松，讓他們協助尋找該名旅客的丈夫，而吳志君則陪同旅客前往登機閘口，告訴地勤人員她的情况。

郭秉政和楊健松不斷努力尋找，15分鐘之後，他們終於見到該名婦人的丈夫匆忙走進店內，並即時把他帶到登機閘口。憑着三人同心合力，這一對年長夫婦得以重逢，並感受到香港國際機場處處溫情洋溢。

One afternoon in November, Kwan, a Sales Associate at Sound & Vision, spotted a familiar elderly lady - a regular customer from the UK - walking into the store. However, Kwan noted that the customer appeared very anxious and was obviously searching for something.

Sensing her unease, Kwan reached out a helping hand. The lady told Kwan she couldn't find her husband and she didn't have any means to contact him as she did not have a mobile phone. As the lady's flight was due to depart in a few minutes, Kwan offered to let her use the store's landline phone to call her husband's mobile - however they could not reach him. Kwan immediately notified his colleagues, Dixon and Wilson, who both helped to look for the customer's missing husband. Kwan then accompanied the lady to the gate and told the ground staff about the incident.

After 15 minutes of continuous searching, Dixon and Wilson finally saw the lady's husband rushing into the store. They immediately guided him to the gate. The team's efforts reunited an elderly couple, and provided them with a warm memory of their experience at Hong Kong International Airport.



國泰航空
Cathay Pacific Airways

李有愉 顧客服務主任
Lee Yau Yu, Jojo Customer Services Officer

陳玉華 督導員
Chan Yuk Wa, Vera Supervisor

蘇桂玲 督導員
Su Guey Ling, Shirley Supervisor

曾紅 值班經理
Leila Tsang Assistant Manager - Manager-on-Duty

2009年4月某個深夜，李有愉在寰宇堂當值。在她值勤期間，有旅客告訴她一名印度男子在遊戲特區暈倒。李有愉馬上通知上司陳玉華及值班經理曾紅，並安慰該名男子的未婚妻，她當時正在不停哭泣。

陳玉華與曾紅趕到現場後，懷疑該名旅客癲癇發作。曾紅於是馬上指示督導員蘇桂玲致電機場中央控制中心，並立即安排救護車到場。見到旅客病情危急，為了讓他盡早得到治療，她們立即在貴賓室內及附近的登機閘口發出廣播，希望能找到曾經受訓的醫護人員到場協助。剛好附近有兩名旅客是醫生及護士，於是在值勤人員協助下，他們即時上前施行急救。該名旅客其後蘇醒，並送往醫院作進一步檢查。

此外，蘇桂玲亦非常細心，事後馬上替兩名旅客預訂翌日飛往倫敦的航班機位。全賴她以心待人，兩名旅客才能儘快離港。

One late night in April 2009, while Jojo was on duty at The Wing, a passenger informed her that an Indian man had fallen unconscious at the Game Zone. Jojo immediately informed her Supervisor Vera and Manager-on-Duty Leila while she comforted the man's fiancée, who had burst into tears.

As Vera and Leila rushed to the scene, they suspected the male passenger was suffering from an epileptic seizure. Leila advised Special Service Team Supervisor Shirley to call the Integrated Airport Centre and arrange for an ambulance without delay. Viewing the seriousness of the illness and thinking of the best to the sick passenger, they immediately made an announcement inside the Lounge as well as nearby boarding gates requesting the assistance of trained medical personnel. Two passengers - a doctor and a nurse, assisted by the team, turned up to provide first aid to the passenger. After he regained consciousness, the passenger was sent to the hospital for further examination.

In addition, Shirley was also very meticulous and re-booked the passengers on another flight to London the following day right after the incident. Thanks to her thoughtfulness, the couple was able to return home without further delay.

陳玉華 Chan Yuk Wa, Vera 曾紅 Leila Tsang 李有愉 Lee Yau Yu, Jojo 蘇桂玲 Su Guey Ling, Shirley





個人獎 Individual awards

樺捷零售香港有限公司
Lagardère Services Hong Kong Limited

李碧琪 書店高級店務員
Li Pik Ki, Hugo Senior Bookseller

2009年聖誕節前後的某個下午，書店高級店務員李碧琪在她工作的西大堂店舖內，發現一件行李無人看管。於是，她按照既定程序，嘗試確定物主是誰。她查看行李時，發現裏面有一些金錢、名片和藥物。李碧琪認為那些藥物可能對物主非常重要，於是立即撥打名片上的電話號碼，接聽的是一名操中國方言的年長婦人。

該名婦人在電話中表現得憂心忡忡，並且不停哭泣。雖然李碧琪難以完全明白她的說話，但理解到行李是屬於她的女兒，而她的女兒正打算經香港飛往英國接受心臟手術。如果她的女兒失去行李中的藥物，便可能有生命危險。

李碧琪毫不猶疑地答應該名婦人為她尋找女兒，並即時查找所有飛往英國航班的登機閘口號碼。她飛快地穿梭於熙熙攘攘的客運大樓，在各個往英國航班的閘口附近，詢問每一位手持經緯書店購物袋的旅客。經過40分鐘的搜尋後，李碧琪終於找到物主，並帶她返回店內取回行李。她更提議該名旅客致電母親報個平安，以免母親忐忑不安。

李碧琪的奮勇行為不單為一名患病旅客消除了生命的威脅，也讓該名旅客的母親感到釋懷。

Early one afternoon around Christmas last year, Hugo, a senior bookseller, found an unattended bag in her store at the West Hall. As part of the standard procedure for owner identification, she searched through the bag and found money, some business cards and a pack of medicine. Sensing the medicine was probably important to the owner, Hugo immediately called the number on the business cards. An old lady with a strong Chinese dialect accent picked up the phone.

Despite some difficulty understanding the woman, who was upset and crying over the phone, Hugo discovered that the bag belonged to the woman's daughter - who was flying to the UK via Hong Kong for heart surgery. Without the pills left behind in her bag, her daughter's life was in danger.

Without hesitation, Hugo promised the woman she would find her daughter and immediately checked the gate numbers of flights departing for the UK. She rushed across the crowded terminal and approached every single passenger holding a Relay bag near the possible gates. After 40 minutes of searching, Hugo found the bag owner and led her back to the store to retrieve her bag. She also suggested that the daughter might want to give her distraught mother a call.

Hugo's dedication and effort potentially saved the life of a sick passenger and comforted her worrying mother.



怡中航空服務有限公司
Jardine Airport Services Limited

麥啓昌 客運服務督導員
Mak Kai Cheong, Ricky Passenger Services Supervisor

2009年10月5日，三名商務客位旅客辦理前往北京的登機手續時，發現在士的士遺下一件行李，裏面載有兩部非常重要的手提電腦。他們把情況告訴怡中航空服務有限公司的客運服務督導員麥啓昌，並表示必須找回電腦，才能離開香港。麥啓昌人急智生，即時為兩位旅客改訂下一班前往北京的航班機位，然後嘗試透過各種方法，幫助他們找尋電腦。

麥啓昌首先致電失物認領處及機場警署，並得知沒有人將該件行李送交他們。接着他致電為該三名旅客召喚的士的酒店，可惜酒店沒有記錄該部的士的車牌號碼。麥啓昌進一步擴大搜尋範圍，致電香港大大小小的士公司，逐一要求他們把旅客遺留行李的信息通知司機。此外，他亦致電商業電台廣播交通消息的頻道，要求他們廣播尋找行李的信息。

經過兩個小時的搜尋及電話聯絡後，接載該三名旅客前往機場的士司機終於獲悉麥啓昌的信息，並將行李及電腦交還，令三名旅客失而復得，如釋重負。

On 5 October 2009, three business-class passengers checking-in for a flight to Beijing left a bag containing two very important laptop computers in their taxi. They told Ricky, Passenger Services Supervisor of Jardine Airport Services Limited, they could not leave Hong Kong without their computers. Thinking quickly, Ricky immediately secured seats for the passengers on the next flight to Beijing - and then tried every means to help them recover their laptops.

Ricky started by calling the Lost and Found Office and the airport police, but the bag had not been turned in. He then phoned the hotel that called the passengers' taxi - however, the hotel did not have a record of the taxi's license plate number. Taking his search a step further, Ricky called every single taxi company in Hong Kong, asking them to notify their drivers about the lost bag. At the same time, he also called Commercial Radio's traffic channel, asking them to make a public announcement regarding the lost baggage.

After a 2-hour long search and numerous phone conversations, the taxi driver who drove the passengers to the airport finally received Ricky's message - and returned the bag and computers to three completely relieved passengers.

The Gateway - Nuance Watson (HK) Limited

康慧欣 營業員
Hong Wai Yan, Sally Sales Associate

2009年9月某個下午，一名年約50歲的美籍女士拿着兩個大袋子步入Gateway店舖。她當時一拐一拐地走着，好像急於尋找一些東西。營業員康慧欣看見她的情況，便上前協助。該名女士向康慧欣表示自己的鞋跟斷了，但不想買新鞋子，卻想借用膠水。由於店內沒有出售膠水，而且附近又沒有鞋匠，因此康慧欣便建議利用店內辦公室的文具為她修補。康慧欣當然不是專業鞋匠，但她努力以雙面膠紙、膠水等材料修補鞋跟。最後，她以膠紙和橡膠圈成功固定鬆脫下來的鞋跟。

該名旅客所乘坐的航班在25分鐘之內便要起飛。康慧欣有點擔心自己的補鞋手藝，於是她索性提起旅客的兩個袋子，將她直接送到登機閘口，以確保她能及時安全登機。

One September afternoon, an American lady in her 50s holding 2 large bags walked into The Gateway. She was limping with difficulty and apparently searching for something anxiously. Sally, a sales associate, spotted the woman and approached to offer assistance.

The lady showed Sally the broken heel of her shoe. She did not want to buy a new pair of shoes, but instead asked for some glue. As the store did not sell glue and there were no cobblers around, Sally offered to mend the heel with some back office stationary. Although she was not a professional shoemaker, Sally tried her hand at every possible solution, including double-sided tape and glue. At last, she managed to affix the detached heel with packing tape and rubber bands.

With just 25 minutes before the lady's flight was scheduled to depart, Sally was not completely confident in her handiwork. So she went a step further and helped the woman carry her bags to the boarding gate - making sure the lady made her flight safely and on time.

