



CUSTOMER SERVICES COORDINATOR

Shan
Cyberport | 數碼港
7:30 - 16:30



"I've been working at the Main Control Room at the Cyberport site since 2021. We are the central connecting point for all departments, so our phones and walkie-talkies ring non-stop! Our team looks after security on site - we patrol, oversee the security cameras and ensure that things are operating smoothly everywhere. If any visitors need help, our job is to be there to assist as soon as possible. Most importantly, I need to ensure that our visitors are fine and looked after."

"Before this, I worked in the travel industry for over 28 years. I was very experienced with helping people organise their trips, book travels and plan logistics. I needed to be on call 24/7 - it was very intensive and demanding. Because of the pandemic, the whole travel industry came to a halt, so I decided to take the opportunity to change careers and try something new. This opportunity at JLL came about and I seized it! The nature of my work is very different now and when I first started here there was a lot to learn. I still remember when I was still a trainee on duty, I panicked as I discovered that someone was stuck in an elevator and of all people...it was a VIP at JLL! Luckily, my more experienced colleagues stepped in to help and dealt with it in no time. We work very cohesively as a team and I like that we often look out for each other."

"Even though I am still doing frontline work, I have found a much better work life balance. Working set shifts means that I have better control of my schedule and can spare more time to look after my elderly parents. I also feel like I have opportunities to build better relationships with my colleagues. I love to cook and host dinner parties - my friends really enjoy my signature soy sauce chicken. I also like to be out in nature and I often go hiking with my husband in Sai Kung. Compared to a few years ago, I definitely feel a lot happier and healthier!"

「我由2021年開始在數碼港的主控制室工作。我們是所有部門的中央聯絡點，所以我們的電話和對講機都會全日響個不停！我們的部門負責物業的保安，而我們也會到各處巡邏，監察閉路電視畫面，並確保大廈運作暢順。如果有訪客需要協助，我們會盡快到場提供支援。最重要的是，我需要確保訪客有良好的體驗。」

「做這份工作之前，我在旅遊業工作了超過28年。我很熟悉如何幫人安排行程、訂機票住宿和安排交通。我的電話需要24小時候命，所以那時候的工作很耗精神。因為疫情令到整個旅遊業停擺，所以我決定藉此機會轉行，嘗試新事物。那時看到仲量聯行在招聘，我就決定一試！現在這份工作的性質很不一樣，上班初期有很多東西要學。我記得仍是在實習的時候，有一次當值期間我很緊張，因為我發現有人被困在電梯裏，而偏偏那人是仲量聯行的貴賓！幸好當時有比較資深的同事支援，問題很快得以解決。我們的團隊合作無間，我很慶幸有大家互相照應。」

「雖然我做的仍然是前線工作，但是我的工作和休息時間有了更好的平衡。定時工作令我更容易安排自己的時間，可以騰空照顧年長的父母。我也覺得這樣令我可以促進與同事的關係。我喜歡下廚和招呼客人來我家吃晚餐，我的朋友亦很喜歡吃我的拿手菜豉油雞。我也喜歡身處大自然，會常常跟老公到西貢行山。跟幾年前相比，我肯定是更加開心和健康了！」

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