

新聞稿

Press Release

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Smiles all round as passengers pick MTR's most cheerful faces

They are the smiling, helpful faces that greet and assist passengers every day – and now rail travellers have decided who at each of the MTR's 81 stations is the Most Cheerful Station Staff member.

The vote is welcome recognition of the efforts of those who are the MTR's public face, Mr Andrew McCusker, Operations Director for the MTR Corporation, said.

"Over 20,000 passenger nominations were received over the election period, a welcome recognition by our customers of our efforts to strive for service excellence," Mr McCusker said at a prize presentation ceremony at Fotan Railway House on 26 July.

"At MTR, we embrace a caring culture and are committed to providing quality service to meet our customers' needs," Mr McCusker said.

"The Most Cheerful Station Staff Election helps us to recognise staff who do a good job. It encourages our employees through practice to continually improve. Being alert and enthusiastic, showing care – these attributes contribute to that quality of genuineness and sincerity that we all find so important, especially in today's rush."

The vote resulted in 81 Most Cheerful Station Staff members – one each from the MTR and Airport Express stations. Cheung Chung Man, Station Officer, was judged Ngau Tau Kok's most cheerful face.

"I'm delighted, and would like to thank the passengers who voted for me. I'm grateful for the recognition. When I serve passengers, I do so from my heart and with care. This only encourages me to work harder at helping our customers." Station Officer Cheung said.

Passenger Ms Yeung Pik Yuk voted for Station Officer Cheung, who helped her with directions. "Mr Cheung's sincerity and courteous manner impressed me when I approached him to find out how to get to my friend's house in Ngau Tau Kok," Ms Yeung said.

"He gave me detailed directions – and so politely. He wanted to make absolutely sure that I would not get lost," she said.

"The Most Cheerful Station Staff Election gave me the ideal opportunity to express my appreciation, and to compliment him on his excellent service attitude," Ms Yeung added.

Passengers who nominated one of the winners were automatically entered into a lucky draw for 81 HK\$500 cash coupons to be redeemed at MTR Shops. Of these, Ms Wong Lai Sha was chosen by lucky draw to receive a HK\$1,000 coupon.

The Most Cheerful Station Staff Election was held from 29 June to 13 July. Passengers were invited to nominate a member of the MTR station staff whom they had encountered, and felt met the high standards of MTR service excellence. In addition to being cheerful, this covers a range of qualities, including being proactive, responsive and smart, sincere, courteous, and thoughtful.

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Photo caption:

- (1) The 81 MTR Most Cheerful Station Staff members vow to work even harder after receiving the award.



- (2) Station Officer Cheung Chung Man, who was elected the Most Cheerful Station Staff of Ngau Tau Kok Station, thanks passenger Ms Yeung Pik Yuk (right) for voting him.

