

Observation, Creativity, Practice

Observation and creativity lead to boundless possibilities. Miss Stephanie Pong (2012 graduate) and Miss Cece Pong (Year 2 student) from the Associate in Business (Hospitality Management) programme at Hong Kong Community College (HKCC) are perfect examples. They applied the Radio Frequency Identification (RFID) technology that powers the Octopus card in the SmartHotel LINK – All-in-One Hotel System and Umbrella Dryer.

2012 was a fruitful year for the Pong sisters. For their two innovative creations, they received the Silver Award in the Best EPC/ RFID Concept category in the Hong Kong U-21 RFID Awards 2012, and a Certificate of Merit in the LES Asia Pacific Regional Conference 2012. Shrewd observation and creative thinking are essential to a career in hospitality management. The Pong sisters drew the inspirations for their designs from their internship experience at hotels.

“Most guests expect hotel staff to remember their needs. It’s a source of pressure for both experienced and new staff.” To solve this problem, the Pong sisters applied the RFID technology in the hotel management system. Each hotel guest is assigned a personalised RFID barcode, which collects and records such

personal information as the guest’s name, room number and service needs. It allows hotel staff to quickly discern the identity of a guest, and it raises service efficiency and accuracy. “The umbrella dryer is linked to the RFID system, which is used to collect data about the level of water storage and residual electricity of the machine.”

The Pong sisters call the writing of their competition proposal an excellent opportunity for learning. From operational concepts to cost-effectiveness, the sisters learned to evaluate the systems from the perspectives of hotel guests, hotel management and investors as they put knowledge into practice. “We chatted and brainstormed on our way home after school.”

Above all, the programme in hospitality management at HKCC has offered a platform for the Pong sisters to gain broader knowledge in management, marketing and other subjects in business management, as it inspires them to examine, explore and make practical use of their training. “After acquiring a solid foundation from classroom learning, we search online for more information.” Their triumph in the awards is the best example of putting knowledge into practice.



Stephanie Pong (left) and Cece Pong
龐迪妍(左)及龐啟思

The two sisters make a wonderful team indeed. As the elder sister Stephanie noted, they are both outgoing persons who are unsuited to office jobs. With their eclectic talents, they plan to study music and hope to work in hotel management in the future. “Winning the awards has broadened our horizons. It’s also a proof to our drive for innovation and progress, which is an essential attribute for working in any corporation.”

從觀察、創新 至實踐所學

觀察和創新能力可造就無限可能，在香港專上學院 (HKCC) 就讀工商業副學士 (酒店管理) 課程的龐迪妍(2012年畢業生)和龐啟思(二年級)就是最佳例子，她們把用於八達通卡的無線射頻識別技術 (RFID) 靈活應用，構思出多合一的酒店智能系統及「乾傘器」等創新設計。

2012年是龐氏姊妹豐盛的一年。她們憑著上述兩項創新設計，先後榮獲「香港U-21 RFID 大獎 2012」的最佳EPC/ RFID意念銀獎，以及「國際許可貿易工作者協會亞太區會議2012」的優異獎。敏銳的觀察力和創意思維往往是成為酒店管理人員的重要條件，而龐氏姊妹便是在酒店實習期間取得設計靈感。

「不少酒店住客都期望當值員工能記得自己

的需要，這無論對具經驗或新入職的員工都構成壓力。」為解決此問題，龐氏姊妹想到把 RFID 技術應用於酒店管理系統，建議向每位客人分配RFID個人標籤，記錄客人資料，包括姓名、房號和服務需要等，酒店員工因而可快速辨別客人身分，提高工作效率和準確性。「另一方面，『乾傘器』連接到RFID系統，能收集數據以計算乾傘器的貯水容量和剩餘電力。」

龐氏姊妹認為撰寫比賽計劃書是寶貴的學習經驗。由設計概念至計算成本效益，她們學懂從客人、酒店管理層和投資者的角度著想，把技術和知識實踐應用。「我倆會在放學回家途中討論和構思新靈感。」

龐氏姊妹透過HKCC的酒店管理課程，學習到很多管理、市場學及其他商業相關的知

識，並啟發她們分析及探究知識，然後加以實踐。「在課堂學到基本理論後，我們會上網搜尋更多相關資料。」龐氏姊妹能在比賽中勇奪殊榮，實在有賴她們能學以致用，把知識付諸實踐。

迪妍和啟思成了合作無間的組合。展望未來，姊妹迪妍形容兩人的性格都比較外向，未必適合刻板的工作，她們計劃多方面發展，有意修讀音樂之餘，亦希望投身酒店管理的工作。「我們在比賽過程中擴闊了眼界，而獎項更肯定了我們的創新能力及努力向前的動力。」