

# 撰寫感謝同事的非凡故事指引

1. 填上同事的姓名和部門。
2. 寫下同事的非凡故事。
3. 所撰寫的故事須彰顯同事體貼入微和面面俱全地協助客人或同事解決疑難，提供和諧流暢的款待或協助。
4. 這些行動是一種對我們的客人或同事表示關心的行為，例如同事如何注意到客人需要幫助；同事付出了額外的心思，並以謙遜的態度來提供幫助。請參考附圖例子。
5. 請避免一般的感謝留言如「謝謝你的加班」、「謝謝你的工作」而沒有詳細說明該行為如何彰顯對客人/同事的關懷。
6. 按「提交」。

## 感謝您成就非凡故事! Thank you for being M.A.D!

給 To: (同事姓名Colleague Name) \*

步驟1

部門 Department: \*

步驟1

您很棒，因為 You should be proud, because..... \* 步驟2 - 6

寫下同事的故事Add the story here

例子

當值主任Elvis Wong. 王先生知道客人留低了銀包於的士上，馬上查閱閉路電視，找出的士車牌號碼，幫手追蹤電話的位置，並發現電話在葵芳。在Elvis及其他同事（的熱心幫助下，客人最終於下午六時半終於找回電話。在處理事件的過程中，急客人所急，非常專業兼貼心!

提交 Submit



# GUIDELINE ON WRITING STORY THAT MAKE A DIFFERENCE (M.A.D)

1. Input the colleague's name and department that you are appreciated.
2. Write the story that you feel impressive.
3. The story must be an action showing the colleague goes extra miles and assist the guests/colleagues in a discreet, detailed and anticipative manner.
4. It is an action that shows care to our guests or colleagues, e.g. how the colleague notices that the guest needs assistance, what has the quietly proud colleague done and gone extra miles to assist, how to show the care to our guest. Please refer to the sample for reference.
5. Please avoid generic appreciation like "thank you for your overtime", "thank you for your work" without elaboration or not specific.
6. "Submit" the appreciation letter.

## 感謝您成就非凡故事! Thank you for being M.A.D!

給 To: (同事姓名 Colleague Name) \*

STEP 1

部門 Department: \*

STEP 1

您很棒，因為 You should be proud, because..... \* STEP 2 - 6

寫下同事的故事 Add the story here

**SAMPLE**

Deep appreciation to Patrick Lee!!! He has been taking care very well of one of the guest since they arrived

Patrick arranged a very nice birthday cake with a gorgeous hand-written card, The guest told us that they felt love and appreciated all the efforts from the staff.

The guests booked buffet for dinner and they were surprised again with a little gift from Patrick which is a little picture taken from the room became a life long memory.

提交 Submit

