



HKBN Co-Owner of the Future Summer Internship Programme 2015

Summer Interns Reflection of Vool Summer Internship Journey

Summer Internship – Co-Owner of the Future 2015

At HKBN, we love challenging our Talents with extraordinary experience and diverse exposure, and to our summer interns, there is no exception, as we see nurturing youth in the community is a great way to live our core purpose of “Make our Hong Kong a better place to live”.

Our 2015 Summer Internship Program was built with a view to expanding the horizon of our next generation, to inspire them to become future leaders at HKBN or other businesses which they aspire. In a ten-week internship, our summer interns had valuable opportunities to shadow our senior management, participate in business meetings, work in special projects, participate in inter-company exchange to renowned business partners such as JP Morgan, DBS and Google, as well as engaged in day-to-day operations under different frontline and backend departments. They were often exposed to extreme out-of-comfort-zone scenarios and assignments, and had to learn how to break through. These are important life skills and attitude more important than any job knowledge they can obtain elsewhere, to help them reach the next level.

Each summer intern was offered an individual business card on the first work day. These name cards, in most cases, are their first formal ones from an established company. They could proudly present to business partners, family, peers and professors, and more importantly, shared their growth and learnings at HKBN.

Considering the technology savvy strengths of these youngsters, we organized a “WoW” video competition for them to demonstrate the culture of HKBN in their eyes by making a short video and attracting “likes” on social media platforms. This added tremendous fun and engagement to the summer interns and the general youth community in town.

We are pleased to see two interns now working as part-time Talents after the program ended, while the others returned to school. We wish these young fellows all the best in the life-long journey they will embark on very soon. “Entrepreneurial” and “Engaging” are two of the core values we uphold, and we hope these attributes they learnt will lead them to bring higher values to the society and to positively influence any person they will ever encounter with.

Ivy Lau

Director – Talent Engagement & Corporate Social Investment
Co-Owner

Content Page

Program Roadmap	3
Alex Rento	4 – 5
Barbara Lo	6 – 7
Belinda Chen	8 – 9
Christopher Chan	10 – 11
Emily Choi	12 – 13
Indies Chung	14 – 15
Ivan Choi	16 – 18
Jasper Wong	19 – 20
Jeremy Sun	21 – 22
Kenny Lui	23 – 24
Martin Chan	25 – 26

PROGRAM ROADMAP (JULY-AUGUST)

Understand HKBN business

Date	Program	Aim
July 20-24	Day exposure as a CPE/ street promoter	Gain hand-on experience as a CPE/ street promoter and understand business challenges
End of July or Early Aug	Sharing of "Day exposure as CPE/ street promoter" in sales meeting	Share learning insights and challenges as a frontline Talent
July to Aug	1-day Job Shadowing of Department Head	Understand the daily work of management
July 13	External sharing: Great story of HKBN "MBO to IPO" & JP Morgan company visit	Understand company's business and management philosophy Learn the art of networking

Prepare for Career

Date	Program	Aim
July 6 23 & 27	Workshops: "A+" First Impression Presentation Skill	Equip with critical career success skills
July 8	Sharing with MBA students at Zhongnan University of Economics and Law, PRC	Act as ambassadors and share HKBN culture

Experience the WoW of HKBN

Date	Program	Aim
July 22 Aug 12	Attend Management Meeting	Taste the internal management culture
July 27 – Aug 12	"WOW" HKBN Video Competition?	Promote the HKBN unique culture internally and externally

Alex Rento

Application Development (ITAD), Enterprise Solutions Operations (ESO)

Treated as Talents, Not Summer Interns

Summer interns are often overlooked and gain little from three months of work experience. On the contrary, at HKBN, all the interns were treated like full time Talents and were given opportunities to learn from experiences of all types. I was able to take part in attachments such as following street sales and technician teams, sitting in on several investor meetings, attending business partnership meetings with Huawei and Telstra, shadowing both the CTO and CFO, and even a full day visit to JP Morgan, culminating in a conversation with the Asia-Pac CEO of JPM. These were extremely valuable learning experiences that gave me the opportunity to learn from more experienced executives in various different businesses. This ran parallel to learning within HKBN. As an intern, I had the opportunity to work directly with managers and seek feedback from Talents with proven success in their fields. I was given challenging tasks that involved preparation and teamwork. I was even handed the task of giving a presentation to several managers and to create a video with other interns. These taught me valuable skills that are integral in my future success within any area of the business world.



Alex (2nd from right) visited CVC

Be Proactive to Seek Better Opportunities

Through firsthand feedback I was able to receive from managers at not only HKBN, but JP Morgan and CVC among others, I understood the importance of being proactive. Just being intelligent with a high work ethic was not enough for those managers to become successful. To reach my full potential, I have to take responsibility to find and create my own opportunities. As a young intern or employee, it is up to me to reach out to managers and create a valuable network. The ability to put myself out there and gain valuable face time with managers will help me to accelerate my career (of course along with hard work and intelligence).

The Importance of Failing and Recovering From Failure

Through conversations with numerous managers at HKBN and JP Morgan, I can understand that through the course of a career, they all faced many failures that set them back. But they define their success by how they were able to overcome failure and rebound to create future long-term success. Many times throughout the internship, I was pushed beyond what I could handle, and was expected to come back from these setbacks. It was real world situations like these that taught me how to prepare for future problems in a manner that would lead to more success. For example, I was originally tasked with reading HKBN's IPO Prospectus and creating a reflection. My first attempt was poor and CFO NiQ Lai bluntly let me know that it was not up to standard, but he gave me a chance to redeem myself. During my second chance, I used outside resources including several research reports to create a far superior and improved reflection, leading to praise from NiQ after the quick, yet vast turnaround.

HKBN gave me the opportunity to not only gain experiences that most college students are not afforded, but also taught me how to grow as a Talent and improve my potential.



Alex (2nd from left) relished happy hour with summer interns after a visit to J.P. Morgan Visit

Barbara Lo

Digital Marketing (MKCDC)

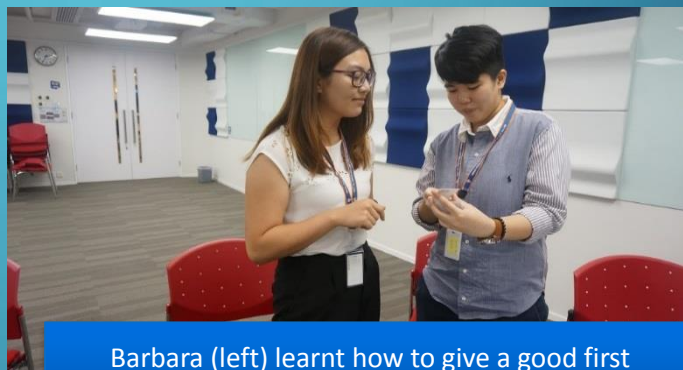
"Actions always better than words" is the motto I learnt from HKBN which is a concept it has applied to run the internship program.

An Unusual Experience

To my surprise, the internship program of HKBN not just see me as a student helper. Instead, it gave me a practical taste of working life in the dynamic business world. I am a marketing student who has little prior knowledge and exposure to finance and banking. Our visit to JP Morgan was my first contact with an investment bank. Although I may not have totally grasped everything presented by those experienced i-bankers, but I definitely understood their applications.

Importance of Working Attitude

HKBN did not just tell us how to run its business, but it also asked us to try getting exposed to it. I have been a trainee to follow a real CPE and sales working. The things I learnt were not technical skills such as how to install fibre or how to make a deal but rather the working attitudes of our professional CPEs and sales representatives. Under hot and rainy conditions, they would still bring the required bulky equipment for their duties. Despite this, they are courteous and helpful to provide service to customers and maintain a pleasant image for our company. As a student who has only worked indoors, I was inspired.



Barbara (left) learnt how to give a good first impression in "A+ First Impression Workshop"

Work Dynamically

Apart from the events and activities that happened outside the office, the things I have done in the office are also meaningful to me. I feel extremely fortunate that I was assigned to the marketing department, the department I was most interested in. Better yet, I had plenty of supportive and friendly colleagues who were kind enough to teach, help, provide challenges and give me respect. In truth, I know it is difficult to meet co-workers who would devote time on myself, however, my manager and teammates showed confidence and involved me in the work although I was not

good enough to handle the task perfectly. Working in a dynamic environment, I have learnt to ask questions to maximise efficiency and effectiveness.

"Our program offers you many opportunities to explore the real business world such as" was mentioned during my internship interview with HKBN. and I was really able to gain practical knowledge.



Barbara (middle) learned video shooting skills with other summer interns for the "WoW" video competition

Belinda Chen

Strategic Marketing (MKSM), Marketing Communications (MKC)

Outstanding Internship Programme

The “Co-Owners of the Future” Summer Internship Programme organised by HKBN was truly an outstanding internship programme which made my summer holiday fruitful and meaningful. I used to think that summer internships were boring since I believed I would only be doing simple tasks like photocopying, faxing and data entry. However, the summer internship at HKBN was exhilarating and distinctive. This was a valuable learning journey which enabled me to grow and achieve a lot in two months.

Wide Variety of Learning Opportunities

Firstly, as a student majoring in marketing, I was delighted that I could be attached to the marketing division of HKBN for the strategic marketing and marketing communication teams. This was my first on the job experience of marketing in the real world after studying marketing for three years. I was given different projects to handle and many opportunities to speak and present in front of senior members of management. These experiences strengthened my confidence, communication and presentation skills on a business level.



Belinda (left) shadowed with MC Selina

Secondly, job shadowing was also a valuable part of the internship. I felt glad that I got the opportunity to shadow the CEO's meetings and the works of the CMO as well as my department head for a whole day. By shadowing the CEO's meeting, I understood how business decisions are made strategically.

For the attachments to CMO and department head, I was given the chance to attend several internal and external meetings with them and understood their roles inside the company. They shared with me many valuable insights on work and life which were inspiring that I would use for a very long time.

Apart from working in the office, this Summer Internship Programme also provided

us with many chances to expose ourselves in various fields. For instance, we got to visit JP Morgan and even participated in a mingle event at the CFO's house. These activities equipped me with the skills in communicating with executives of large companies and broadened my horizons in business. Besides, it was unique that I was given the opportunity to be a CPE and a street promoter for the whole day during the internship. I could experience the work of different people at the company and understand different job challenges and difficulties. After the attachments, I shared my experience to the managers as well as in a sales meeting. These exposures were unexpected and highly memorable.



Belinda participated as a promoter to understand business

All in all, this summer internship experience was very comprehensive and worthwhile for me. I understood more about my strengths and weaknesses in a working environment and learnt to be more proactive and persistent. To “think out of the box” was a quote which I learnt from NiQ's sharing and I would utilize it in my future career.

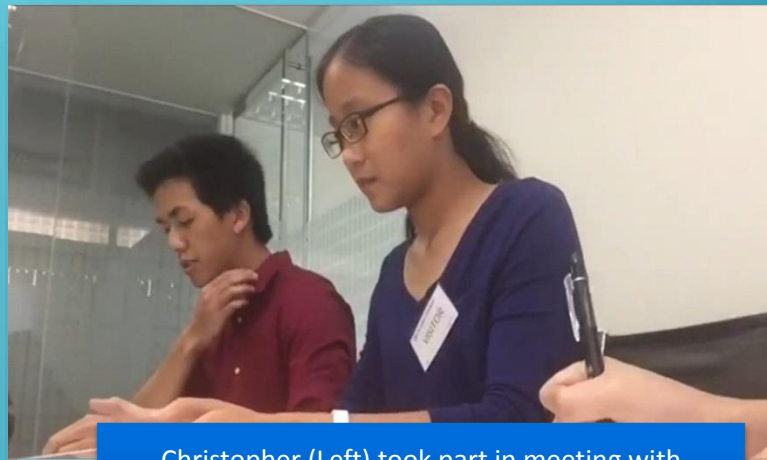
Christopher Chan

Enterprise Solutions (ESSSME), Marketing Communications (MKC)

From Reluctance to Resurrection

I entered an internal meeting, timid and frightened about the judgment that the rest of the sales team had of me, wondering what I could get out of the specific data and jargon they were throwing at one another. This was the type of mindset I had on the first day of the internship. I was afraid: afraid of making mistakes, afraid of hindering others, afraid of failure.

But looking back, I am astonished and grateful for everything that I picked up. As a sales and marketing intern for the most part, I have learnt how to incentivize the team and maintain a favorable relationship with clients. I have been



Christopher (Left) took part in meeting with corporate clients

exposed to short-term mindsets in closing as many deals as quickly as possible, as well as thinking for the long-run wellbeing of the company through brand and image priorities. I even got a chance to perform a sales pitch of our own products to another enterprise's manager, as well as contribute in marketing campaigns and advertisements.

These lessons in business have definitely impacted my growth in the field. But even's more incredible are the soft skills and life lessons I gained that will eternally benefit me across all aspects of my life. No longer am I the diffident person I was just a few weeks ago.

I now see my self-confidence in my eagerness to approach people and new opportunities. I have learnt to be proactive and endure rejection, putting my hope on that next accomplishment. I have learnt to expose myself into anything and everything, and be more willing to find learning opportunities no matter how irrelevant the moment at hand seems, since I never know what I could learn until I

try. I have learnt to be prepared for everything, so that I can be not only provide a contribution, but do so with distinction to stand out from the ordinary.

Despite knowing that it may not get anything back in return, this company has still put a lot of resource into the program. Not only did I participate internally, but I also visited JP Morgan, interacted with senior executives from well-known companies, and gained advice from the company's CXOs.



Christopher (left) attentively listened in on sharing from the CEO of J.P. Morgan

Because of that, I would like to present a small proposal. As a student, I know I am unable to do much to drive the sales of the company or impact anything drastic. What I can ensure is that all of the resources the company had put on me will not go to waste, and that I will continue to build upon the skills that I have learnt here, giving credit to this company in my future professional accomplishments. I will also strengthen the positive image of HKBN through the upcoming WOW video, as well as informing those who ask about my internship know how HKBN differs immensely not only as an ISP, but as a company in terms of its culture, values, and core purpose. Thank you Hong Kong Broadband Network for this opportunity; I am forever in your debt.

Emily Choi

Product Development and Management (ESOPDM)

Thank you HKBN for providing such a valuable internship experience to us. It is a combination of training workshops, hands-on working experiences, job shadowing and external exposures like our J.P. Morgan visit. The two-month internship at HKBN was an eye-opening experience. I have experienced and learnt far more than I expected. What I gained the most would be my change in attitude.

Emily posed questions during the
J.P. Morgan Visit



Don't Limit Yourself

This is my first ever internship. Before joining HKBN, what I heard from my classmates about internships are cheap labours, doing photo copying or data entry work. I thought I would be doing the same. Fortunately for me, I did not.

In these two months, I worked on two main projects, the new product launch of Roaming Data SIM Card and the Data Centre Visit event. In the first project, I had the chance to design the product trial, provide product training to different relevant parties, coordinate and provide suggestions to internal parties to ensure a smooth product launch. I never thought of myself as an intern, I could involve so much in a business project.

Apart from that, thanks for the kind arrangement of NiQ Lai (Head of Talent Engagement and CFO) and our TM department (Talent Management department), we had a chance to visit J.P. Morgan and a chance to mingle with current CXOs at NiQ's house. I still remember it took me a lot of courage to start a conversation with I-Bankers and present CXOs. However, once the conversation started, my fear went down and we had exchanged ideas despite the difference in positions. This helped me to step out of my comfort zone and I am now brave to talk no matter who the person is.

Before these experiences, I always had a thought in my mind: "I am just an intern". But the experiences changed me. There are far more that I could do and experience,

just don't limit myself, just try and get the most of it.

Start at the END

This is the thing I have never noticed before. What I mean by 'Start at the end' is that every time when we start something, we start by thinking about the end results and what end users would need.

The first time I notice this saying was the time I was designing the trial survey. I remembered when my supervisor asked me to design the trial survey, I just handed in one survey and I didn't see any problem with that. However, I was asked to restart. Then I just fine tuned the survey and handed it in again. Then I was asked to retry again and my supervisor spent a long time explaining this saying to me. Finally I noticed that I had to design the trial survey for different situations that we would like to test for and I finally made nearly 10 versions of the trial survey.



Emily (left) worked together with her teammates on Roaming Data SIM Card

The second time I noticed this saying was when I was shadowing my Division Head, Christine Chow (Head of Operations, Enterprise Solutions). She chatted with us and talked about what a subordinate should do is provide suggestions, not problems. This time I understood more about this saying and knew that it is really important.

The third time I noticed this saying was the time I joined in on a meeting between our CEO, William Yeung, and the IT team. I noticed that as management, the focus is on impact of a project, supported by figures. This reminded me again about this saying.

In my studies, I have never realised how important it is to start at the end. After the internship experience, I noticed that this would be an important thing that everyone should know. It is really helpful no matter what we are doing.

P.S. Once again, thanks for the great internship experience that HKBN provided to us. I am sure what I have learnt here is useful.

Indies Chung

Talent Management (TM)

Distinctive Intern Program

In my understanding of the intern program, the student will always do the administrative work; for example, printing, copying or data entry. Then, they will finish the 3-month internship program and what they do will not be similar to what they learn. Internship only helps them to collect a reference letter and is merely an experience they write in their CV. However, what I experienced at the HKBN intern program told me what I knew was wrong. Not all the internship programs are like what I mentioned and the things I can take away are far more than I imagined. At HKBN, my treatment was more similar to that of an employee than an intern. This is because I can join different projects and workshop, I can share my opinions and play an active role. I can learn as well as give. You can also know your value at this company and you can feel as part of the company as everyone here is given a name card.



Indies as Street Promoter

Different Learning Opportunities

After joining the company for just a few days, I had a chance to be a helper in an assessment center for the GTTs (Graduate Technical Trainees). This was a good opportunity for me to know how to hold the assessment center and the importance for being well-prepared. Once we come well-prepared, there really isn't a need to worry about failure. Besides



Indies (3rd left) helped with the GTT Programme

that, I can work on different HRM functions in TM department and learn the basic workflow as a HRM officer. For example, I helped to prepare the welcome package, Talent handbook, got to know the flow of signing contract and new joining procedure, more. As a student of HRM, not only could I learn about the workings of HRM functions, but I was also exposed to other aspects. This is because there are plenty of workshops during the intern period, including business etiquette, presentation skill and others. All the workshops enabled us to improve our abilities and was not only useful for our work but our lives as well.

Do Something Special

We also gained many “WOW” experiences at HKBN. Besides the workshops, we also had different attachments. We went to JP Morgan and learned more about investment banking, and got to know more about what ibankers need to do. We got to experience life as a CPE and street promoter, to understand how exhaustive they are. We went to NiQ’s home and chatted with the company managers, interns and trainees. In all, we learned more about the company’s culture and broadened our social sphere. Speaking as a colleague, I think these are the special experiences. I hope that I did not only take something away, but that I could also help my department and my colleagues. And what I taken and learned here can allow me to “Make our Hong Kong to a better place to live”.



Indies (2nd Left) had fun with his TM Teammates

Ivan Tsoi

Talent & Organization Development (TOD)

An Extraordinary Summer in my Life

From spending 10 weeks at HKBN as a Summer Intern in the Talent and Organization Development Department, I have to say that it is the most unforgettable and fruitful experience that I have ever encountered in my summer vocation. I had been given lots of opportunities to be involved in different projects which truly enriched my knowledge on learning and development. Special thanks to all my dear buddies especially CY Chan, Edith Kam and Carol Cho who inspired me on my career path for the future.

“Purpose, Process and Payoff”

If I had to choose the most worthwhile learning I gained from my department, the ‘PPP’ principle would be the one because it is applicable to many things in particular on my academic work and job in the future. The



Ivan organised an event
“A Day with PRIDE” for
Talent Engagement Team

first P, Purpose, is about the reasons and achievements for doing a particular work. The second P, Process, emphasizes the manner in which you would get your work done. The third P, Payoff, is the benefit of your work based upon your purpose.

Generally speaking, when a project has been assigned to you, the very first step that most of the people would take is to analyze the topic and think of the content which could help you stand out. As a result, most of them may spend extra time to do lots of adjustments afterwards because you will find that some content is not relevant to the purpose of a project despite being fantastic ideas.

However, if you think of the purpose and the payoff before you start constructing the content of your project, it saves you a ton of extra work as your content will always be aligned to the objective and expected outcome. This definitely helps to save on

the time spent in elaborating irrelevant ideas. Therefore, it provided me with a really structured approach to thinking to enhance the efficiency and effectiveness of my work in the future.

Glimpse of Facilitation in Business

I remember in the first week of my work, one of my buddies, Edith Kam, had asked me about my expectation on this internship. I told her that I want to know how a training programme is formulated in the business world, and I dared to embrace the chance at being a facilitator in training. Hereafter, I was assigned to assist another buddy, Carol Cho, on a



Ivan shared tips on how to conduct effective facilitation to elderly to support CSI project

training programme for “ELCHK Essence Hub 信義會金齡薈”, a social enterprise engaged under our Corporate Social Investment scheme. The purpose of the programme was to share tips to their members on how to conduct an effective facilitation for elderly people.

I am grateful of this opportunity because it allowed me to have a taste of being a facilitator in the workplace. Besides, I was delighted to hear that during the role playing session, the part I was responsible for, was considered one of the most useful aspects of the training. This means that my efforts were not wasted.

Moreover, the most valuable aspect of the programme is the feedback of the participant, as this helps me gauge the kind of improvements needed next time. I would like to say thank you to Carol for her huge support and guidance throughout my first experience as a facilitator.

To be frank, I never thought I could have this kind of opportunity to speak and fulfill my expectation from being just a summer intern in a company. But HKBN gave this to me.

My Proud Summer Project

During these 10 weeks, I was involved in many different projects on training and development but the most rewarding project that made me proud was our coordination of the Offsite Meeting – “A day with PRIDE” for the Talent Engagement Team. The purpose of holding this offsite meeting is to allow team leaders to brainstorm future directions for the next fiscal year.

By organising this event, my communication skills improved a lot because I tasked to source many suitable venues and maintain communication with different parties to ensure everything is prepared and ready.

Furthermore, I was also responsible for the seating arrangements, email communications and for developing a detailed schedule for all related parties. The scope of this logistics planning developed me into a detail-minded person. Most importantly, seeing my colleagues enjoy the day and achieve the objective to make them feel PRIDE gave me a huge sense of achievement.



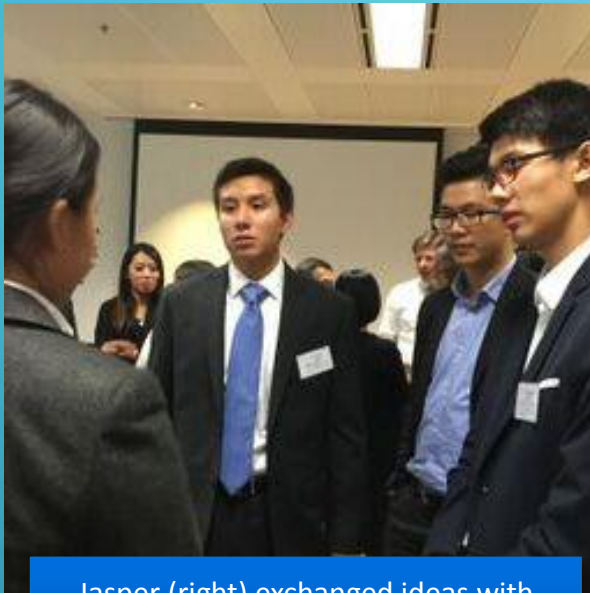
Ivan conducted training for the
People's Leader Program

Jasper Wong

Operations Support (CCS), Enterprise Solutions Operations (ESO), Legal

Failed Attempts Constitute to Success

The key to perseverance is to keep trying. One of the phrases that I remembered from NiQ (and perhaps will continue to remember for the rest of my life) is: “Don’t tell me that my mother is a woman. Tell me that my mother is beautiful and why.” For me, this saying has a daunting complexity behind its simplicity because beyond mistakes of common sense, it is important to clearly delineate what went well and what went wrong in order to be able to formulate a new methodology to retain perseverance.



Jasper (right) exchanged ideas with
J.P. Morgan interns

As Thomas Edison had demonstrated more than a century ago, attempts are only attempts until they become successful, and serve as a precursor to a successful methodology. Prior to this internship, I believed that one mistake would be the end of everything. But after having attended the JP Morgan visit, I feel that to really become successful, it is okay to make mistakes as long as something is learned from it. Otherwise, a mistake in which nothing is learned would be meaningless. It is also important to realize that more often than not, requests that are made will end in

rejection, and the world doesn’t end if that happens. Be open to rejections and use them as enablers to persevere. Eventually, hard work and persistence will sometimes give you that extra kick you need.

Be Dauntless About Ideas, Challenge Lackluster Ones

One of the first things that you learn once you get into the HKBN workplace is that there are responsibilities that are put onto you and it is your obligation to fulfill those expectations. That being said, it is important to always keep an eye out for methodologies that have been used in the past that aren’t successful or aren’t able to adapt to the changing society of the present day. Be proactive and think of new ways that people both as Talents and individuals can tackle the task.

Keep in mind that you can't simply challenge a methodology without providing ways to improve it. Therefore, if you should choose to criticize a known practice, then be sure to provide a solution or an idea as to how to improve the method. That way, the input is both valuable and demonstrative of the thought that you had put into it. It is this type of behavior that more often than not, solves problems with surgical precision.

See, Learn, Inspire

Before the start of my summer internship, I had no previous knowledge of the role of an investment banker and the role of a private equity firm. In fact, I wasn't even aware that private equity firms



Jasper (right) met with Alvin (2nd left) from CVC in a network party

existed. So I believe that to come in with

such a limited knowledge of the business world and be able to understand even a little of it and how everything correlates with one another is what makes the HKBN Co-Owners of the Future internship program special. Whereas other internships encumber their interns with repetitive work, I feel as if I am able to learn a lot from events and speakers such as Gucho from JP Morgan, Alvin from CVC, and NiQ from HKBN without detracting from the workplace experience.

Furthermore, all of the speakers during the JP Morgan visit had said that they were not extremely smart; but what they were able to do that set them apart from colleagues was the ability to work very hard and distinguish themselves through a different set of methodologies that sometimes may or may not have differed from the orthodox traditions of the corporate environment.

I personally look up to the speakers because although I don't come from a prestigious university either, I believe that my ability to be able to work hard and use creativity to think of new ways to approach problems will be one of my biggest strengths going forward. So in conclusion, I consider myself very fortunate that I was given the opportunity to listen to individuals that had done the same and are now successful. It was a real inspiration and provided me with a drive and a goal to work harder in the future.

Jeremy Sun

Retention Marketing (MKRET)

During every summer holiday in Hong Kong, apart from enjoying the summer time at the beach or hanging out with friends, undergraduates are also competing with others for a summer internships or part-time jobs in order to gain work experience before graduating. And I am one of them. Fortunately, I got my summer internship at Hong Kong Broadband Network Limited. I learned a lot and gained a lot of unique and valuable experiences that I think only a handful of companies could offer such a fruitful internship program.

Summer Interns with Values

During the 10-week internship, I spent time to deal with tasks from the marketing department. The work as an intern is not just making coffee, printing notes or just doing data entry. Instead, I dealt with a lot of marketing things. I not only delivered marketing campaign support to the department, but also performed online testing for client systems. Moreover, I analysed marketing tactics of other companies and



Jeremy built a good relationship with colleagues and other Interns

changed our marketing strategies accordingly. As summer interns, we were not being ignored, the company valued us and treated us the same as one of their family even though we would just be there for only around 3 months. We were invited to sit in with their management meetings and also internal meetings between CEO and

department directors. During those

10 weeks, I built relationships with colleagues who became more than workmates, they became friends to me.

Special Exposures

Apart from spending time to deal with stuff in the office, we also had a lot of opportunities to explore different things outside of the office. First of all, we were invited to visit the office of a world-class global investment bank, J.P.Morgan. The

sharing that came from Managing Directors and Executives of J.P.Morgan inspired me and I learnt the key and fundamental elements for working at an iBank. Secondly, I could also follow our street promoters and CPE talents to experience a day of their work. I could feel how hard their everyday duties are. Moreover, we as interns were all invited to join the networking event organised by our CFO NiQ's house. He invited many senior and executive managers from different companies, for example Google, DBS bank, J.P.Morgan etc. We all enjoyed a wonderful and meaningful night from conversations with them and gained many new friends.

After all, the HKBN summer internship not only gave me real life practical working experiences, but also enough exposure to help us to become future leaders. The aim and structure of the program is absolutely designed in the spirit of its name, building us to become "Co-owners of The Future".



Jeremy (2nd left) networked with different company representatives

Kenny Lui

Talent Management (TM)

First Internship Experience

It was really a “WOW” experience to work as a summer intern at HKBN. During these two months of summer internship, there were lots of precious experiences which I have learned a lot from. I really appreciate the great efforts of Talents from the Talent Organization and Development and Talent Management Department to arrange these great learning experiences for us summer interns.

Before working at HKBN, I assumed that summer intern programmes are only focused on training students to perform technical and routine tasks at work in order to train students as a capable employee. However, after experiencing this internship program I realised that a good talent should not only possess technical skills, but soft skills like EQ, communication and interpersonal skills are also essential for success.

Improving Soft Skills

In the beginning of the internship program, I had a chance to enhance my soft skills from participating in the “First impression workshop”. I learned how to build a professional image in a business environment by improving our appearance as well as social skills. Besides theoretical knowledge, we also have practical experiences to meet with top management talents from other successful companies like JP Morgan and CVC. On these occasions, we could apply the skills we learned from the “First impression workshop”. Another worthwhile exposure was shadowing the CEO meeting with IT department. Here, William Yeung, CEO of HKBN, and IT team managers demonstrated how to conduct an effective and efficient management meeting. William had also given us some useful advice on business presentation.



Kenny (right) learns communications skill in the A+ first Impression workshop

Project Involvement

I was also given a valuable opportunity to engage in a project to enhance candidate experiences. I was tasked to work with Talents from TM and IT to achieve this project. As I had no previous experience over such projects, my colleagues were quite willing

to give me useful advice to help me accomplish the project. And Since I still had about three weeks before the end of the internship program, I looked forward to helping the TM department to finish the candidate experience project before leaving and help job applicants know how “WOW” HKBN is.



Kenny (middle) presented his WOW experience with HKBN
in Management Meeting

Martin Chan

Enterprise Solutions Operations (ESO)

An awesome and unexpected pre-MBA – I think there is no exaggeration in using this statement to describe this internship program. By comparing this internship with others I heard from friends, the HKBN program is way more attractive and most importantly, educational. The reason I describe this internship as a pre-MBA is that it provided practical training, observation opportunities and external exposure.

Being a Customer Service Representative – A great kick-start

Indeed, being a CS rep is an effective kick-start into the business world. It provided training on communication, problem solving and improvisation. In particular, there are two specific lessons I learned from solving complicated cases. The first is that it's unwise to make immediate judgment on whether the responsibilities are on the company or the customer.

When I first started the job, I thought that it is always the company's fault when customer complain. Yet, it isn't always the case and by staying objective, I can keep calm and solve the issue more effectively. The second lesson is the 5Ps: prior preparation prevents poor performance. This used to be cliché for me – but not anymore. I



Martin handled complaint cases in CS department

experienced that preparation doesn't only give you the knowledge to solve problems, but most importantly the confidence to respond and make decisions. In fact, all these learnings are somewhat cliché for me but this internship has crystalized them in my mind.

Closing the Gap between Me and the Managers

Practical training is awesome but the effect is limited to my existing skills and knowledge to a certain extent. Yet, observing the leadership of our senior management could provide a breakthrough to this shortcoming. Phenomenally, shadowing my department head and joining different meetings have changed the purpose, direction, and the methods of my study in college. During these observations, I realised the distance between me and the managers, and my insufficiency in skill and knowledge. Therefore, I want to make the most out of the 3 coming years in college – neither for results nor for

gaining entry into a prestigious college for a Masters degree, but to close the gap between me and the managers. I don't necessarily need to aim for their post, but rather I want to replicate their determination, wisdom, and the leadership that I believe is crucial in any career.

The Paradigm Shifter

External exposure is another key factor that boosts growth significantly. I am grateful for the chance to follow the account servicing team to visit VIP customers and to join in on various external events. In particular, the JP Morgan visit was the most influential because it generates several paradigm shifts, especially the one shifted by the CEO of JP Morgan Asia Pacific. From him, I have learned that I need to act with a mindset of not being afraid to lose anything. Before, I was a rather conservative person when facing risks. I tended to choose the safer route and consequently, I usually ended up doing normal stuff. However, this new mindset increases my willingness to take risk and be different. During several assignments after this paradigm shift, I intentionally pushed myself off the ordinary track. I ended up being a creative and Wow person.



Martin (Right) listened to sharing conducted by J.P. Morgan's CEO Gucho

Means vs. Ends

However, I shall cautiously avoid pursuing the mean instead of the end. This was the first time I stepped into the real adult world. It was an extraordinary accomplishment when I was networking, upgrading myself, and accumulating skills and experiences. Yet, especially after the JP Morgan visit, I felt like I had been dragged into pursuing these accomplishments and started to lose track of my end goal. It seemed that these growths are somewhat becoming my goal and my original goals of promoting corporate social investment (CSI), or contributing to NGO and social enterprise no longer matter to me. Obviously this isn't what I want and this external exposure had become a great reminder.

The Transformational CSI

Nonetheless, this internship is simply awesome. In fact, I've just finished my freshman year with this being my first job ever. I couldn't imagine what will happen in 3 years when I keep leveraging my exposures year by year. I am very grateful that I could be part of this Co-Owner of the Future program and honestly, regardless of what the primary objective is, from my point of view, this program is a great CSI initiative. I believe the purpose of CSI is to serve society and this program has transformed a college kid.