



AUDIENCE-IN FOR 10,000 HKBN FRIENDS

# SHINING THE LIGHT ON OUR PROMOTION BLACK BOX

**PART I: PROMOTION TIPS FROM ASSESSORS**  
評委對晉升面試的建議

**PART II: 2022 PROMOTION 人才晉升**

**A) Resolutions Highlights 人才反饋摘要**

**B) Detailed Reflections with Comments from CEO**  
人才反饋 - 附CEO回應



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人才反饋 - 附CEO回應



# PROMOTION TIPS FROM ASSESSORS

## 評委對晉升面試的建議

Summary of Panelist's General Comments on Why a Pass or Fail for Promotion Assessments:

Pass 	Fail 
<ul style="list-style-type: none"> <li>Well prepared for the assessment interview</li> <li>Present in confident and and be strong in communication skills and presentation skills</li> </ul>	<ul style="list-style-type: none"> <li>Lack of preparation for the assessment interview</li> <li>Failed to articulate clearly to impress the interviewers that he/she is a capable candidate</li> </ul>
<ul style="list-style-type: none"> <li>Able to show his/her leadership strengths in driving results or impacts with the teams e.g. anything WOWed others or disrupted the market?</li> <li>Have passion fire by showing continuous improvements on his/her work</li> <li>Aim high</li> </ul>	<ul style="list-style-type: none"> <li>Did not display a Leadership mindset, failing to demonstrate the ability to change the status quo and bring new improvement for long term success</li> <li>Being a follower, not a leader role</li> </ul>
<ul style="list-style-type: none"> <li>Have broad vision, including knowledge about what the other departments / business units are doing, and industry trends</li> <li>Embrace wider horizons other than his/her functional roles, e.g. cross-team contribution</li> </ul>	<ul style="list-style-type: none"> <li>Over-focused on operational issues or activities that do not add value to the Company</li> <li>Little knowledge about what the other departments are doing</li> <li>Worked in silos, rather than with other departments</li> </ul>
<ul style="list-style-type: none"> <li>Able to demonstrate a good understanding of competency requirements with examples in work</li> <li>Drive the team in align with our 3 Leadership Attributes and Core Purpose</li> </ul>	<ul style="list-style-type: none"> <li>Incorrect or unable to demonstrate an understanding of the Leadership Attributes</li> <li>Only parroted HKBN culture, jargons, or key initiatives; failed to demonstrate with examples in work</li> </ul>
<ul style="list-style-type: none"> <li>Have future planning after promotion</li> <li>Have Co-Growth mindset (Self + Team): "Let our Talents shine, We shine Together"</li> </ul>	<ul style="list-style-type: none"> <li>Business as usual - No future planning after promotion</li> <li>Expect only expansion upon the original role after promotion</li> <li>Unable to show capacity or desire to personal grow or drive team's growth</li> </ul>



# 2022 PROMOTION TALENTS RESOLUTIONS

## 晉升人才的反饋

As a company that thrives on knowledge sharing, the reflections of our Talents play an essential role in helping our elite sports team learn and develop together. Whenever 1 Talent grows, all of us usually does so too! Representing a broad range of our 400 newly promoted Talents, the following resolutions serve to both inspire and enlighten fellow Talents with the kind of stand-out thinking and action required to advance as HKBN leaders.

作為一家積極鼓勵知識共享的公司，人才的反饋對於幫助我們的精英運動團隊共同學習和成長，都發揮著至關重要的作用。只要有一位人才進步，我們其他人才也應可以！代表我們 **400** 名剛獲晉升的人才，與大家分享他們的反饋，期望以他們具有作為香港寬頻領袖所需的傑出思維和行動，能啟發其他人才。



# RESOLUTIONS HIGHLIGHTS

## 人才反饋摘要

# Change Never Stop

## CHANCE – CHANGE – CHALLENGE

Looking Forward and don't just Looking Back!

My inspirational quotes as “CHA-CHA-CHA” (Chance – Change – Challenge) is always on my mind for my career path in HKBN. Never give up each Chance, don't reject the Change and take each Challenge, the successful that come our way! Now, I always use ‘CHA-CHA-CHA’ to think how to expand my vision or bring value to our customers and company in whatever we do.

CARRIE LEUNG

*Promotion from Manager to Senior Manager - Customer Experience Management  
Customer Service Department*



We all know “Change or Die” is HKBN's motto. And in our career, we should also believe the only constant thing that one can count on is “Change”.

The sooner you get used to the routine of change, the greater chances for you to survive and sustainable grow in today's fast-paced and complex business environment.



To accelerate our personal and professional growth, here are some directions that we can always stick to:

- Take a proactive approach – Don't be afraid to step in something that may not be in your expertise.
- Embrace learning – Constant learning is essential given the rate of change.
- Build resilience in times of uncertainty – Take on a more flexible and resilient mindset by accepting what is out of control. Stay focused on the big picture or most realistic impact and avoid assuming that the worst will happen.

SANDY LEUNG

*Promotion from Manager to Senior Manager - Talent Acquisition & Branding  
Talent Engagement Department*



“Our industry does not respect tradition, it only respects innovation.” Satya Nadella, CEO of Microsoft.

This is my favorite quote. It summarizes the nature of all technology-related industries. It reminds me that there is no comfort zone in my career and profession. By the time you find yourself lying in a comfort zone, it actually means you are fading out. This is the inconvenient truth in technology, and therefore I always keep curious and never hesitate to try new things or new roles.

WILSON YEUNG

*Promotion from Senior Manager - Information Technology to  
Associate Director - System Integration Consulting  
Management Department of Information Technology*

# Change Never Stop



I began my HKBN journey almost exactly 18 years ago, transforming from a Servicing Call Centre Professional to a sales coach who is taking care of the GZ Telemarketing team serving our residential customers. We have been through a lot of changes during these years: developed a newly established call centre in GZ, SDU management, 5-districts management, many “GSD” projects, 1-year Powerbar to Marketing, etc. **Some people might see having involved in so many changes would get one's crazy but in fact, I find these changes very interesting and challenging.** In reality, change is inevitable. It is necessary for a business or oneself to maintain its/ one's competitiveness and strive to success in today's world. So, always be prepared for any changes to arrive, always stay curious to learn and to enhance oneself for any opportunity to come. When changes come, just welcome it and consider it as an opportunity to learn and grow. Don't be afraid to fail. Be afraid not to try. Keep running, mates!!

TRASAN SHIU

**Promotion from Associate Director - Customer Retention & Retail to  
Director - Customer Retention  
Customer Retention and Retail Department**

With sharing more front-line work to Guangzhou NOC, Talents in Hong Kong Network Operations will have more room and time to develop into advanced technical Talents and experts. **They will CHANGE to take more critical missions**, such as network optimization & engineering, technical consulting work, system integration supportive work, tailor-made operational service for VIP customers like Cyberport/HKEX, etc.

Embracing change has become the DNA of Network Operation. To “Make Our Home a Better Place to Live!”, is not only by one department, but also 1-HKBN. We will keep being stronger and smarter. **CHANGE NEVER STOP!**



BEN FUNG

**Promotion from Senior Manager - Network Operation & Security Centre to  
Associate Director - Network Operations  
Network Operations Department**

**QQ** Life is full of challenges, “Passion” and “Change” can make me stay energetic and young, and these are the key factors of motivating me to take new challenges. I always share with my teammates to be bolded to take risk by stepping out from your comfort zone, you will then grow faster and become stronger.

**Chance always favors the prepared minds**

YOYO NG

**Promotion from Associate Director - Marketing to  
Director - Marketing  
Retention Marketing Department**

# 1+1>3

99

It is the supervisor's responsibility to make sure everyone in your team has a chance to grow and succeed. By contrast, it's up to each Talent to decide whether he/she grows or not. When these two come together, the Talent will shine. Practically, **it is important to find out what a Talent values most**. Then, show them trust by involving their contributions, raising their status in front of others, and most important of all, **give them confidence to know they can perform without fear of reprimand**. When Talents see that you support them, they will establish a greater sense of self-worth, commitment and deliver even better results. I truly believe 1+1>3 when we can work as one TEAM!

VINCENT FUNG

*Promotion from Manager to **Senior Manager - Talent Services**  
**Talent Management Department***

QQ

## Lead Your Team to Success, Instead of Yourself

Talents who solely focus on self-achievement instead of a team's achievement will never earn the appreciation from their supervisors. Hence, talent who wants to earn a promotion should demonstrate its interpersonal skill by acting as a good team player, neglect whether the person is in a management role. **Provide encouragement and empower your team members are critical in paving the way to success**. Always connect dots by utilizing the strengthen of each team player and compensate one's weakness.

CHRISTINE PO

*Promotion from Assistant Manager to **Assistant Manager - Marketing**  
**Acquisition Marketing Department***

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团队精神是一切事业成功的基础。《孙子·谋攻》云：“上下同欲者胜”，意思是：上下意愿一致、同心协力就能获胜；在AAMI项目上体会尤其深刻，虽然我们项目介入的晚，起步落后，但在公司高层强有力的领导下，集合多部门（销售，产品，售前，售后），多区域（大陆，香港，马来西亚，新加坡）共同努力下，最终使客户认可我公司的实力及专业性，接受我们的整体方案，成功的赢下该项目。

WILLIAM WU

*Promotion from Solution Consultant to **Consulting Manager - Solution**  
**JOS Solutions Department***

# Be a Win Win Thinker



”

Life is like riding a bicycle. In order to keep your balance, you must keep moving. It has been my honor to participate the UVC & disinfection project in Q3 FY21. With the great support of my superior and other project owners, I played a meaningful role to take the initiative to source the products and services, design “go to market” marketing campaigns, establish sales channels and partners, etc. We succeeded in being the top and most active disinfection solution market provider by selling over 4000 units in a quarter to **increase earnings more than \$4M DOP. The project successfully showed us how powerful co-owner structures are and how unique culture of HKBN is.** Moreover, it encouraged leaders to step ahead and re-launch e-payment solution to carry forward the steady growth of DOP to FY22.

JULIANA LAM

**Promotion from Associate Director - Sales**

**Head of Business Solutions**

**Business Market and China Business Department**

”

In my opinion, one of the necessary factors to be a great salesperson is "Honest". Customers can feel your energy when you talk with them. As a salesperson in one of the best internet service providers, customers rely on your recommendation. I have heard some sales think we should close a deal as soon as possible. But for me, we should use our 100% knowledge and 100% effort to solve every customer. Communication is a meaningful value for humans. HKBN even make people communicate better. I choose to be a sales not just for money. Helping people is more than we thought. Not just for bringing more customer referrals to me. It also improves the corporate image. Why does it matter to us? We are part of HKBN.

HIN LAM

**Promotion from Sales Executive to Senior Sales Executive**

**Customer Acquisition Department**

## **Elevate from CSI to CSV (Creating Shared Value)**

”

In the past, CSI is for community only. Now, CSI as business driver. CSI team has brought in CSV to HKBN, where doing good to the community can be mutually beneficial to the company as well. Leveraging on our SPO (Social Profit Organization) network, CSI Team is driving the blue ocean of SPO business with ES Team and we want to do this Purposeful Profit model BIG. We no longer aim for just assisting the beneficiaries, as helping NGOs' capacity building via our digital transformation solutions at affordable price can achieve much more – the dual benefits of Purpose + Profits.

SANDY WONG

**Promotion from Manager - Corporate Social Investment to**

**Senior Manager - ESG and Corporate Social Investment**

**Corporate Social Investment & Administration Department**

# DETAILED REFLECTIONS WITH COMMENTS FROM CEO

## 人才反饋 - 附CEO回應

<b><u>Promoted Talent</u></b>	<b><u>Department</u></b>	<b><u>Position</u></b>
Abby Yu	Talent Management	Assistant Officer - Administration
Alfred Cheung	Customer Acquisition	Senior System Support Engineer
Alon Long	JOS Solutions	Senior Consulting Manager - Solution
Ami Ng	Acquisition Marketing	Manager - Marketing
Ben Fung	Business Market	Unit Manager - Enterprise Solutions
Ben Fung	Network Operations	Associate Director - Network Operation
Boris Wong	Business Market	Associate Director - Sales
Carrie Leung	Customer Service	Senior Manager - Customer Experience Management
Carson Wu	Business Market	Account Manager - Enterprise Solutions
Keung Cheng	Network Technology	Senior Manager - Network Operation
Chris Leung	Technology Network Development	Engineer
Christine Po	Acquisition Marketing	Manager - Marketing
Danny Sze	FTNS Solution Consultancy & Support	Associate Director - Solution Support
Donald Yip	Technical Services	Engineer
Dorothy Chan	Talent Engagement	Manager - Administration
Eddie Shek	Network Design & Construction	Associate Director - Sales
Ellie Chan	Superior Major Account	Account Manager
Elven Yip	Customer Service	Senior Customer Relations Executive
Etta Tang	Talent Management	Officer - Talent Services
Even Yung	Digital Solutions	Senior Programmer
Ford Lau	FTNS Solution Consultancy & Support	Senior Manager - Project Management
Grace Lee	Talent Management	Senior Officer - Talent Development
Grace Zhang	Sales	Senior Account Manager
Helen Wong	Finance	Manager - Procurement
Hin Lam	Customer Acquisition	Senior Sales Executive
Hydro Choy	Digital Innovation	Manager - Solution Architect
Jacky Mei	Business Market	Senior Manager - Sales
Jennifer Zhao	Business Market	Account Executive Supervisor
Jeremy Law	Joint Alliance	Manager - Event Management
Julianna Lam	Business Market and China Business	Head of Business Solutions
Karen Ng	Talent Engagement	Senior Officer - Talent Excellence
Ken Law	Technology Network Development	Assistant Manager - Technology Network Development
Kenny Chan	Customer Services & Business Support	Officer - Customer Network Support
Kiki Wong	Customer Experience	Unit Manager - Customer Experience Management
Kim Kam	Customer Experience	Assistant Unit Manager - Service Training
Kim Lam	System Administration	System Specialist
Leslie Lam	Business Market	Assistant Manager - Sales
Ma Qi	Sales	Senior Account Manager
Mark Yeung	Business Market	Account Servicing Supervisor
Michelle Tse	System Integration Delivery	Manager - System Integration
Ning Bo	JOS Solutions	Project Management Manager

<b><u>Promoted Talent</u></b>	<b><u>Department</u></b>	<b><u>Position</u></b>
Pei Yu	JOS Solutions	Senior Engineer- Field Service
Ryan Li	Marketing	Director - Marketing
Ryan Liang	System Integration Delivery	Senior Consultant
Sandy Leung	Talent Engagement	Senior Manager - Talent Acquisition & Branding
Sandy Wong	Talent Engagement	Senior Manager - ESG and Corporate Social Investment
Scott Wang	Sales	Sales Manager
Shirley Cheung	Acquisition Marketing	Senior Manager - Marketing
Sue So	Customer Experience	Senior Unit Manager - Service Training
Sunny Chan	Technology Network Development	Assistant Manager - Technology Network Development
Tim Lau	Network Design & Construction	Engineer
Trasan Shiu	Customer Acquisition	Director - Customer Retention
Vincent Fung	Talent Engagement	Senior Manager - Talent Services
Vivien Wong	Talent Engagement	Senior Officer - Talent Services
William Wu	JOS Solutions	Consulting Manager - Solution
Wilson Yeung	Information Technology	Associate Director - System Integration Consulting
Yolanda Lau	Finance	Manager - Finance
Yoyo Ng	Marketing	Director - Marketing
Zoe Ng	Joint Alliance	Senior Supply Chain Officer

Abby Yu

## Assistant Officer- Administration Talent Management

*changed recruitment to Admin*

我的香港寬頻旅程：

2021年對於我來說是特別的一年，從人事招聘崗位轉變到行政崗位，這是一個全新的挑戰。行政工作好像人人都能做，但不是人人都可以做好的。行政部的統籌溝通能力是非常重要的，多觀察及總結不同部門的運營特點、站在人才的角度去思考問題，非常有利於工作開展。很多工作都具有多面性，不是簡單的非黑即白則可解決問題。在這個過程中，我會綜合思考各種因素並提出可行性方案。例如在疫情期間，如何遵守防疫政策，減少與外人接觸的情況下，也能為人才提供便利的訂餐平臺，獲得優惠的同時也縮短了人才的取餐時間。該項目也獲得了部門的認可並推廣到其他樓層。

成長小貼士：

我在香港寬頻學到“change or die-停滯不前即步向死亡”，因此我們應該積極進取，挑戰自我。我在行政方面是沒有任何經驗的，剛開始覺得每天忙忙碌碌，事事詢問上司，到自我摸索及總結經驗，逐漸明白了工作的本質，能夠作出自我判斷，不用再依賴上司的建議。任何一個崗位從來都不是簡單的事情，如何在日常瑣碎的工作中總結經驗，優化工作流程，保持正面積極的態度才是最重要的。這是我們香港寬頻的獨特文化，燃燒心中的那團火才能一起「成就更美好家園」！

*Start to make decision*

致其他人才的寄語：

在工作中你所獲得的不僅僅是薪酬，還包括寶貴的經驗、良好的鍛煉以及能力與發展的機會，這是比金錢更可貴的個人財富。

*Abby well done. Nil.*

## ITSA – Alfred ML Cheung

I joined HKBN since Jun 2020 as a team member of ITSA in responded to handle projects, system operation and user support. Working in HKBN always feel fresh as we always study and test with different technology and solution, such as Microsoft O365 and Zscaler. These made us can work in any difficult situation, especially the covid-19.

Besides, it is my pleasure to work with my teammate, their ultimate support and can-do attitude always be my driving force to make become a better guy. ✓✓

Every day in our life or work, we feel frustrations. I do believe that knowledge is the best weapon to face your difficulties. Cause knowledge is one of the powers always stays with you. Nothing is unbeaten, to staying calm and research for the solution. And start to step up your next level.

We live and we learn, there is always something new to learn. So never say no to knowledge and you will become stronger.

Alfred,

fresh, can-do, better guy, learn ... great  
attitude.

Nick.

Alon Long

- **My HKBN Journey**

My name is Alon. I joined JOS China in 2008. I have been working as a pre-sales consultant in JOS China. I have worked in JOS Shanghai, Shenzhen and Guangzhou offices. In the past 6 years, As the supervisor of the JOS GZ pre-sales team.



- **Tips for promotion in HKBN**

**Change your concept and take the first step bravely**

If everything stays in the imagination, imagine the risks and problems that will be encountered in doing this thing, it is better to take the first step bravely. If you don't try, you will never know what difficulties you will encounter in the process. To solve these difficulties, just One step closer to success.

**The Concept that you can't go wrong if you don't do it**

✓ No change = ~~death~~ death!

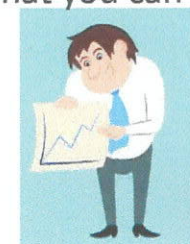
This is a big mistake. Many talents have this idea. If I don't do it, I will never be wrong. On the contrary, if you don't do it, you will always stay where you are, eat your "old money", and finally be eliminated.

**Teamwork**

The power of one person is very small. Uniting all the forces you can unite is a very strong force, so that you can do anything well, and at the same time you can gain the trust of the team.

Alon,

Good Tips  
for promotion.  
N.D.



Ami Ng- MKACQ

Co-owner & Manager – Marketing

### My HKBN Journey

Having been a HKBNer for 16+ years, I started joining the Customer Care dept. as an executive in 2005. In 2013, I didn't stay within my comfort zone and I felt thankful to have the chance to join the marketing team. I transformed my role from a front-line staff to a marketer, which equipped me with one of the essences when making marketing decision as a marketer: knowing what customers want, what customers chose that would have a profoundly impact. I believe my personal growth contribute to the success of 1-HKBN.

*Indeed.*

### Tips for getting promotion in HKBN

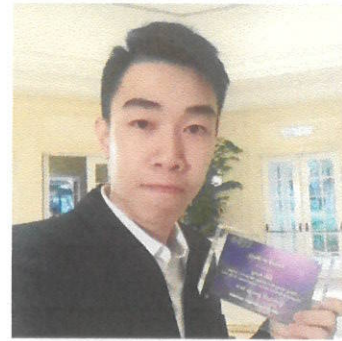
I believe the necessary of stepping outside my comfort zone, only after doing that I will grow with the company and reach a new level. Don't be afraid to jump & try into new fields, keep learning & mastering the complexity which is unfamiliar to you. Always keeping my mind be ready to face any changes and be bold to accept the challenges whenever appears.

*"No matter when you start, it is important that you do not stop after starting. No matter when you end, it is important that you do not regret after ended." by Plato*

*Ami,  
Well done on your  
promotion.  
N.R.*

Ben Fung – ESGBCJX

Co-Owner & Unit Manager - Enterprise Solutions



### My HKBN Journey:

12 years ago, I joined the HKBN residential value-added service (VAS) department. After one year, I began to lead the team to be responsible for the upgrade of broadband and bbTV channels, and also witnessed the major changes in the residential market. Until 2014, company committed to develop the ES market, my team and I transferred to the ES department, ushering in another new change for me. At the beginning, we mainly responsible for expand the IDD business, which was recognized by the department head. After one year, we can be responsible for increase new FTNS business, renew and upgrade existing customers, and solve billing and technical problems. In addition, until now, HKBN through the acquisition, merger and integration of the company into 1-HKBN, we can make use of the LUCA of work location to make it easier to contact domestic and Greater Bay Area customers, continue to help the company develop new markets.

### Tips for getting promotion:

1. A heart that always wants to win or ambition ✓✓

In work, no matter which position, we should do everything to the best. From the perspective of sales, any ranking and reward plan are my goals. As long as you have done it, you won't find it difficult for the next. "Never say die" is the biggest factor that has always driven my progress.

2. Having long term commitment to his career path in HKBN

I often give examples to my colleagues. In your daily time, 1/3 is family, 1/3 is yourself, and 1/3 is work. But I always hear people complain about the company when they encounter unpleasant things at work. If you want to succeed in any field, you must first learn to love it. If you want to be developed and recognized in the company, you must follow the direction of the company and invest in 1/3 for HKBN.

3. Constant change and self-improvement

Everyone need out of the comfort zone of life or work. The difference is to look back on the past or look forward to the future. I have tried different departments, different positions and different types of work. I had also participated in "be a people leader" program, outdoor development training, psychological course training, WEBI English course, marathon and Sparta race, and won HKCCA award and the 51st DSA

Ben,  
Continue to be "different"  
and dare to grow.  
All the Best  
N/A.

award. In addition to constantly improving myself, I also want to encourage my team colleagues to try new things bravely. So don't be afraid to change, dare to try new fields and improve yourself.

**Motivational message for other HKBNers:**

"Mentality will always determine your actions". You are the best person to inspire yourself. As long as will to do the best, I only know that no matter what the result is, it will not be too bad. We work together!

致：下一個晉升的你

Ben Fung (Co-Owner & Associate Director, Network Operations)

2022 年 1 月 20 日

## 在 HKBN 如何有效通過升職面試？

雖然入職時間不長 (2019.12)，很榮幸在 HKBN 獲得第一次升職。衆所周知，HKBNER 昇 Point 4 up 要見 Promotion Assessment Board。我想分享一下應對面試的實用心得，我稱之為：準備、強準備、聽眾優先。

### 1. 準備 (Get Ready)

試想一下你是面試官，聽到以下兩種回答：(1) 如果我獲得晉升，在新職位我會這樣做…… (2) 為迎戰新職位，我從 3 個月前已經這樣做……。你會 buy 哪一個？當然是後者更佳。因為他/她並非“吹水”而是用行動和成績來證明他/她是已經符合資格。所以，證明你能勝任新職位，最好的是你已經在做這個新職位的工作了，其次是你至少已經做好了準備。

### 2. 強準備 (Preparation)

面試雖然只有 45 分鐘，但我仍建議用起碼 10 倍的時間來做好“強準備”。具體包括：  
(1) 梳理過去工作取得的成績，最好能用直觀的數據來總結；(2) 深入思考新職位的崗位職責，更要思考公司為何需要這個崗位，結合個人特質回答“為何我最適合這個職位”的問題；(3) 認真學習公司文化，昇 Point 4 up 不單是對人才過去成績的肯定，更是選擇合適的運動員加入 Elite Sport Team，認同並貫徹執行公司文化是入場券。

### 3. 聽眾優先 (Audience-IN)

到了正式的面試時間，假設前兩條已經做好，現在只需要深呼吸，充分展現你的魅力，和面試官坦誠交流即可。過程中務必要從對方期望的角度去介紹情況，即我們常說的 Audience-IN，避免自說自話。回答問題時儘量做到有理有據，可善用 What-Why-How 公式（面對一個局面，你會做什麼，為何，具體怎樣做），如果可能也要回答做完之後（預期）的結果。最后，最緊要一點，講的出做得到，Run the talk (你看，公司文化無處不在)。

總結：以未來的新職位來要求自己，努力做好準備，最好的開始時間就是現在！加油！期望見到下一個升職的就是你！

Ben,

Well done.

N.Q.

Yes, don't want to be promoted, act as if you are already promoted first.  
Prior Preparation prevents poor performance in the 5 Ps.

This is key.

Aside from the good sales performance which is the basic criterion in promotion, I would like to share my motto in my HKBN journey. They are "Culture", "Ambition" and "Persistence".

The "Culture" of HKBN can be easily felt through our intranet where you will find a lot of the terminology like "Change or Die", "GSD", "LUCA", "1HKBN" etc. These all are reminding us how we should perform as one team, in one spirit, to drive for continuous improvement of the company. If you don't "buy" HKBN culture and just feel they are just only slogans. Then don't waste your time, just leave us and find another job!

Agree...

"Ambition" is fundamental and essential to career success. Only with a strong ambition and by setting a clear goal, you will then be able to keep up your passion and energy to overcome any challenges encountered. It is only with ambition, you will become invincible. Here I quote a saying from a famous HK movie star Steven Chow "Without dreams, we are no different than anchovies."

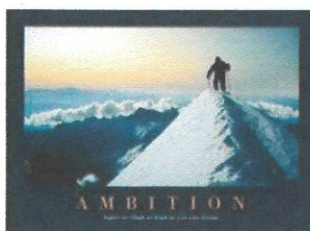
Love or hate us.. don't be in the middle.

haha ... love this quote

The last word is "Persistence". During one's career, it is inevitable that there will be ups and downs. Negative feedback, tough environment, complicated process and rules, poor relationship can easily have you defeated and drag you down if without persistence.

Persistence requires much determination and it is the most critical factor to success. I believe that the easiest thing in the world is "give up" because it will only spend you 1 second then it's done. On the contrary, "Persistence" is extremely difficult as will take uncountable time until you succeed.

Agree!



First of all, I would like to thank you my leaders, Mr. Dennis Mok and Mr. Jacky Mei, specially for Mr. Tim Kwok. As Dennis and Jacky let me join this big family and give me a lot of room to develop in HKBN, as well as Tim gave me a lot of support and advice, that gave me a clear direction and indication to grow in HKBN.

As I joined HKBN GBA Team on January 5, 2020, I need to learn a lot, no matter of products and industry knowledge, and build up myself competence in a new area, which I had not have much experience before. Since there is a lot of resource in HKBN, such as training from website and my leaders, I grew up very fast, and built up my solution selling skills.

As I was warmed up, I also began to realize my strength on hotel and manufacturing after several months, therefore I focused on developing the hotel and manufacturing market. And after half year effort, we sign the contract with the Park Hyatt and Grand Hyatt two hotels in GZ, to provide the internet access optimization service. And then is Westin Marriot Hotel and Rosewood Sanya.

On the journey of my growing up in HKBN, I got a lot of help from my coach, Dennis and Jacky, a lot of support from Tim. Beside of that, I learn to how to focus on your strength and use it to develop your business in HKBN, as well as to line up your workmate to work as a team to give customer more satisfied service and solution.

At last but not least, I hope We can overcome the impact of the COVID-19 as soon as possible and work together to achieve our sales objectives and company value.

Carrie Leung.

I joined in HKBN at Yr2000 and it is amazing that I am working been over 20 years in here. I see my growth and change under HKBN's life, Innovation and Change are two most important elements. I joined different team in RES & ES, the diversified job natures have helped me to build up my strong adaptability in facing new challenge. Most importantly, I have learnt flexible cooperation and be able to consider from the angles of different stakeholders. Only by working as a "TEAM" without "SILO" can make a project / task succeed. Now, I develop and lead my team with this motto that cooperation and communication are most important as WE ARE 1-HKBN!

#### Pioneer DNA & Empowerment

Actually, I saw many legacy flows in keep processing in our operation. So, I highly motivated and encourage my team to think creatively and leading new developments. To achieve this, I and my team overcome and remove many legacy thinking and bring new ideas to our operation flow. For example, we develop some digital solutions (e-form of number porting include Mobile / Fixline service) for our customers, moreover, lead to impose administration fees to customers for mailing physical correspondence, to push the use of electronic sending. Successfully, I have successors in GZ team now and they are individuals who desire and seek to involve themselves in leading new development.

#### CHANCE – CHANGE – CHALLENGE

Looking Forward and don't just Looking Back!

My inspirational quotes as "CHA-CHA-CHA" (Chance – Change – Challenge) is always on my mind for my career path in HKBN. Never give up each Chance, don't reject the Change and take each Challenge, the successful that come our way! Now, I always use 'CHA-CHA-CHA' to think how to expand my vision or bring value to our customers and company in whatever we do.

In coming, I will strategically plan for the whole RSCS to cope with the business goal and challenge. To achieve "Innovation for everyone" under my HKBN's life!

Carrie

Carrie,

Love you

3 Chance  
Change  
= challenges

All the Best

N.Q.



2021 HKCCA Mystery Caller Assessment Award – Gold & Best-In-Class (Residential Services - Customer Service Department)

Keung, Cheng Wai Keung – Co-Owner and Senior Manager – Network Operation

I joined HKBN as an operator in NOC back in 2004, the same year HKBN launched BB100 and BB1000 services. In these 17 years, I have witnessed the technology advancement of HKBN's network, providing better & faster services to disrupt the market. I have also grown from a Kidult to a Father that I could proudly say that I grow up with HKBN together.



HKBN is a magical place that has both challenges and opportunities. If you have good ideas that "Make our Home a Better Place to Live", please "TALK AND WALK" immediately, introduce the ideas to the teams, and walk the talk to GSD.

I like triathlon, and believe that life and work are like triathlon, that you need high quality training and use of numerous resources (muscle groups) to achieve your goal.

#### Overcome your Fear AND Failure

My first attempt of triathlon was in 2018 but failed due to the fear of the open water swimming. After certain practices and the mindset change, I completed my first triathlon in 2019 and with longer distance.

#### Get out of your comfort zone

Pool swimming can practice your skill and safety. Jump to open water swimming can be intimidating and dangerous but it improves the performance.

#### Enjoy the journey

You will see how you are transformed after certain effort.



I can accept failure, everyone fails at something. But I can't accept not trying.

(Michael Jordan)

Keung,

Well done.  
Respect! on completing  
your triathlon.  
N/A.

Chris Leung – TND

New Position title

Engineer II

My HKBN Journey:

I started my journey in HKBN in 2005 and I feel privileged to be part of the HKBN. Over these years, it is my honor to take department in different job. I also work teammates to enhance the network infrastructure and enhance reliable network design.

Tips for getting promotion in HKBN:

Doing things that suit you will make yourself more in-depth. The longer you stay in a certain field, the more you will know about an industry.

Motivational message for other HKBNers :

If you have an ant mentality, no matter how small a rock is an obstacle; if you have an eagle mentality, no matter how tall the mountain is, dare to try! What kind of mentality a person has, what kind of life is there; all achievements and all wealth begin with a positive attitude.

Chris,  
Being an eagle is a lot more  
fun than being an ant... let's  
be eagles together.  
All the best,  
Ni Q.

Name: Christine Po

Dept: MKACQ

Title: Co-Owner  
and Manager

## About Myself

This is Christine from RS acquisition marketing team, focusing on strategic partnership. I've joined HKBN back in 2018 as a marketing trainee. In 2 years of time, I've transformed myself as a "small potato" to a young talent who is able to shine and with confidence to talk flat with senior executives, at the same time, becoming the youngest Co-Owner at HKBN. Throughout my 3.5 years journey at HKBN, I've earned twice promotions and now, pursuing my third promotion as a point 4x - with supervisory role.

## Tips on Earning A Promotion

### Stay Adaptable

*predictably unpredictable*

HKBN is a workplace which ever-changing and always unpredictable. This could be perceived as a "cons" of a so-called "ideal" workplace for many Da Gong Jais, but yet, this is how I keep myself fresh and motivated as it remains rooms for talents to speak up, contribute new ideas and roll out tactical campaigns. These actions can show one's adaptability, which could effectively enrich your CV.

### Lead Your Team to Success, Instead of Yourself

Talents who solely focus on **self-achievement** instead of a **team's achievement** will never earn the appreciation from their supervisors. Hence, talent who wants to earn a promotion should demonstrate its interpersonal skill by acting as a good team player, neglect whether the person is in a management role. Provide encouragement and empower your team members are critical in paving the way to success. Always connect dots by utilizing the strengthen of each team player and compensate one's weakness.

*There is no "I" in TEAM...*

### Demonstrate Your Work with the Core Values of HKBN

#### **Driving Innovation:**

Talents who deserve a promotion should probes all possible resources by making best use of resources to generate sustainable revenues. Innovation is all about how to be customer-centric, I would recommend talents to encourage collaborative experimentation. Collect feedbacks and talk to people with different background to simulate new ideas.

#### **Managing Change & Think Strategically:**

Embracing to changes is utmost important as a strong leader. Continue to demonstrate **macro view on issue and challenges** by seeking opportunities for **synergy among external partners and across internal teams at 1-HKBN**. Reflect oneself regularly by comparing your own role and job duties 1 year ago, are you "moulding" the same thing or driving something new instead?

*Christine,  
Well done -  
M.Q.*

Danny Sze.

**My HKBN Journey:**

I joined Wharf T&T in 2009 as Assistant Manager of Field Operations and came with a background in system integration, a MSc, Degree in IT and equipped with the qualification of Cisco Certificated Internetwork Expert (CCIE), which was a demanding skill in the Company at that time.

With the ambition to become the preferred ICT solution provider for enterprises in Hong Kong, WTT at that time partnered with Juniper Networks and successfully won several major ICT projects, including SDNet Backbone and Hong Kong Jockey Club. I was given solid learning grounds to perform and grow. Not only acquire the technical skills to manage Juniper networks and become Juniper Network Certified Interwork Expert (JNCIE), I also gained skills in dealing with demanding customers.

With increasing trust from critical customers, I was promoted to become team leader of special project engineering team with the focus in providing engineering services for major customers in 2011. This demanded me to develop skills in people management and organizational development skills because technical knowhow alone would not be enough to cope with different team dynamics. With humility leadership and strong desire to learn, I have successfully got myself on the management track and recognized by top management with a promotion as Senior Manager position in 2014.

Vike!

✓✓  
"Never stop learning" is my Mtto. I keep my pace on continuous development and completed MBA in 2014 and self-study to examination of Huawei certified internetwork expert (HCIE), project management profession (PMP) and Certified Scrum Master (CSM) certificates, to name but a few. To me, a strong desire to learn new things is fundamental to get hold of knowhows in new technology, I further was assigned to take up fiber cloud and in-house IT/engineering professionals, Azure and AWS solution expert (AWS) was learnt and related cloud-based monitoring services was added-on to my daily duty.

In 2019 of new pages in HKBNES, humility leadership skill, respect and recognition on my subordinates, helps me build trust with my subordinates and improve workplace efficiency. This belief, balancing people relationship and task accomplishment, makes me to ensure sub-teams to always achieve organization goals, including SDNet/3 ACI project and leading HKBNES to become a leading position in Hong Kong on Cisco ACI technologies.

Technology has been part of our life. All people and all companies are inevitably

influenced by the development in technologies, only to an increasing extent. With technical qualifications and hands-on experiences in project implementation, customer servicing, and team building, I shall no doubt to provide great contribution to HKBNES and keep my and company growth.

**Tips for getting promotion in HKBN:**

- Able to think out-of-the-box with positive mindset.
- Always well planning for objective and brave to talk, to correct and to change.
- Maximize the business value and saving.
- Understand HKBN culture and benefit to your team and work.

**Motivational message for other HKBNers:**

- Don't become complacent, keep "hungry" on picking up new knowledges.
- Don't limit capabilities, ability to adapt changes.

Danny,  
Well done .... stay hungry  
for ~~knowledge~~ knowledge.  
N.Q.

Donald Yip

Assistant Engineer

My HKBN Journey:

I Joined HKBN in 2019 During the years I mainly served for Support customer on helpdesk,

Tips for getting promotion

Work hard and think the customer you want , get to do better your self , we don't know our potential , but we trust we can do it , belief we can do , listen more suggestion .

No pay No Gain

Donald,  
Congrats on your promotion.  
Nil.

**Dorothy Chan**  
**Manager – Administration**

***My HKBN Journey***

Over the years of my career journey in HKBN, I have been transforming from a team's assistant officer to a section head. In the past journey, I have been given the opportunities to take challenges in different areas, such as build-up the first volunteer team in CTI with 30 team's members partnering with lots of NGOs for charity events, establishing the 1st canteen in CTI to provide catering service to Talent, lead the team on an office relocation project involved 500 talents amongst 2 offices. All these challenges are new to me, and these experiences told me that stepping out from your comfort zone will significantly accelerate your growth and bring you to another level. I feel grateful for all previous opportunities that allowed me to grow.

***Here I am share with you***

Always look for opportunities to reshape your current job and position, do not satisfy with the status, believe that every new task is the chance to expand your skillset and develop your leadership capabilities. As a leader, I'm treasure and be proud to take on any "high-stakes" role which allows you to show how you champion changes; it's a chance for you to WOW yourself and others. I believe that leadership is not a one giving order only, drive the team to work smart and effectively by sharing objectives, key milestones and results, whether it is success or failure. As a result, team momentum will be created and run automatically. In addition, communication and teamwork are the key factors to success.

Finally, no matter which role you are now taking, you can find ways to contribute to the team, the company and even the community. These will help people become stronger enough to face the future challenges. It is significant to learn from failure and past, apparently better than from the knowledge skills. You never know what and how you can reach until you do and try.

***Tips for other HKBNers***

Nothing task is mission impossible, be brave to change, be proactive, and take any challenges!

*Dorothy,  
So Proud to see your  
GROWTH over the years.  
By the Best  
NiQ.*

Eddie Shek

- **A brief introduction of your HKBN journey**

I joined-WTT and transfer to HKBNEISHK for 10 years. In these 10 years, I am a fresh graduate-Trainee supporting the Department Civil project planning & management and participated on several sizeable projects such as MTR express Railway, ICBC, CSL cell site system and developed my career and growth with the company honored to promote be an Engineer II this month.

- **Effective tips for getting promotion in HKBN**

For the tips of getting promotion, "preparation yourself" is the most important wording on your daily job that increase your value to HKBN. In 2014-2019, I finished my Master degree on information system and Project Management Professional (PMP) qualification aims for expose my broader range that enable my knowledge, skills subject to transfer to my regular job duty and find a new opportunities to "DO MORE".

✓✓

Covid-19 bring a huge impact to all the Industry on Worldwide including Hong Kong, "Change" is a rule of survive on this unpredictable commercial market. Thus, we must accept the change and transfer as an opportunity even in your daily duties. Thanks for my direct reporting, Manager and Senior Manager gave me many of new opportunities that I can take overcome all the difficulties and expose my ability on this challenging 2021.

- **Motivational message for other HKBNers**

On HKBN, everyone is an equal and stand in a same starting point. Think more that takes more than just doing your job well. To step up your career, you must prove to your supervisor that you are ready and deserving enough to take on more responsibility and challenge. This takes consistently working your best, staying dedicated to your work, and much more.

Eddie,  
Well done.  
Nil.

Ellie Chan - ESMAA  
Account Manager

**My HKBN Journey:**

I have been working in HKBN for almost 3 years and engaged in ICT / telecom industry since the year of 2016.

There have been many changes, opportunities and challenges (integrations with ex-NWT / ICG / ex-WTT / JOS ) that can allow me to growth during past years.

HKBN is a totally different company compare with my previous one. It is a very value driven company with great level of flexibility.

Working here are very challenging but come together with lot of opportunities and great working atmosphere.

I really enjoy working in HKBN and as a team to make Hong Kong a better place to live.

**Motivational message for other HKBNers:**

In HKBN, we have lots of opportunities and areas to develop our career. Let's well prepare ourselves to catch those opportunities in this rapid changing ICT industry. Also, life is full of new challenges and we should find a way to see how to step out of comfort zone to believe yourself.

You Don't Have To Be 100% Ready, As Long As You Are 100% Invested. You can do this!

Ellie,  
Well done.  
NiQ.

Elven Yip

香港寬頻是第一份工作感受到「Work life balance」,很難回頭的那一種。

驀然回首,已經做了快滿一年。期間,搬了樓層,別了舊友,又再熟絡新環境,甚至同事也換了一批,儼如轉了一份新工作般。如何跟新同事建立關係、建立新團隊變成了新的挑戰,半年過去一切都不容易地走了過來。

縱然有付出,但從來不敢妄圖一切如願。能夠做 promotion 也只是幸運地被同事和上司信賴,團隊有 bonding 而已。有團隊,才有個人機遇。

|| 時刻提醒自己,要團隊為優先,你的責任就是為團隊負責。

Elven,

Yes

Prioritize your team ahead of yourself.

Well done

NiQ.

## Etta Tang Office - Talent Services HKBN Group

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### 我的香港寬頻歷程

2020年5月，緣分令我再次回到香港寬頻的精英團隊，很榮幸我能獲得公司及管理層的認可，獲得本次晉升。作為一位積極進取的人才，不僅本職工作要做好，還要跳出自己的舒適區，迎接更多挑戰。我相信付出一定會有回報，未來我有信心迎接更高難度的挑戰。

迎難而上，積極求生，期望突破更多不可能！

### 勇於嘗試，不斷進步

“不改變就死亡”，是我們公司獨特的文化，去嘗試及學習不同範疇的知識。

勇於聽取不同的建議，有助於我們更快地走上成功之路。  
建議是廉價的，行動是無價的！

*Etta,  
Agree... Advice is cheap,  
Action is priceless.  
All the Best  
Nick.*

Even Yung.

## Promotion Story

1. 积极主动：积极与领导和团队沟通，发现问题主动提出并发表自己见解，主动处理问题。  
*Express Opinions.*
2. 多想多做：遇到问题或技术瓶颈，要学会独立解决问题，多思考多尝试新技术。  
*Think more*
3. 承担更大责任：除了完成本职工作外，多与有需求的用户进行有效的沟通。当开发新项目时，发现旧项目有漏洞或隐藏影响效率问题，主动向领导阐明并修复相关程序。  
*Embrace Responsibility.*
4. 提前做好事情：在心底下给自己定的工作完成任务的时间最少减一天，这样可以预留时间检查自己的工作，更好地完成工作任务。
5. 着眼于未来：由于很多旧项目都是比较古老的，采用比较旧的甚至面临淘汰的技术，所以新项目尽量都采用当前主流的技术框架，以便日后能更好地做维护工作。  
*Own the Future.*
6. 提升技能和学习新技术，充实自己。

Even, well done.

Ni Q.

Name: Lau Kin Kwok, Ford

Staff ID: 140728

When exWTT and HKBN merged, I left this company because a lot of changes made me uneasy. I thanked my managers Albert Lee and Danny Sze. They illustrated HKBN culture and advantage to me. Then, I returned and followed CyberPort and HKEX projects. In fact, HKBN's doing well in COVID-19 situation. We could maintain customer service because of efficient RDS and reasonable policies.

yes!

CUSTOMER-IN

To provide the best customer service, we need to understand not only the order but not customer's need, especially business goals. While we face problems, please stop obsessing about difficulties. We just work out some approaches and evaluate the feasibilities. Finally, we must achieve customer's expectations

Projects always take many hurdles to overcome but at the end of the day we are pleased with the outcome.

Ford,  
We done.  
N.R.

Grace Lee

Senior Officer – Talent Development (Talent Management)

Yes  
Embrace Change!

轉變會帶給我們什麼呢？

HKBN文化鼓勵我們擁抱轉變。一年半前我主動提出了調職申請，從一位公司會議、活動的策劃執行者轉變為了一位在職培訓師。新的領域充滿挑戰、驚喜，當然困難、責任也伴隨而來。在轉變的路上，我也經歷焦慮期。我發現，行動就是最好的解決辦法。

行動1：多問多做

Ask more, do more.

面對新問題多向資深同事請教，並且自己盡力獨立完成。積極、重複地進行實踐，這種刻意的練習會讓我們樹立信心，更快地立足於轉變後。

行動2：以終為始

Start with End in mind.

用轉變帶來的正面影響力去激勵自己不斷向前，心之所向，素履以往。

行動3：承上啟下

多思考自己的LUCA，利用自身的沉澱積累，尋找在新挑戰下的突破點。

每天的太陽都是新的，大步踏出，你會發現豁然開朗！

Grace,  
Well done.  
N.Q.

Grace Zhang

感谢团队领导一直的支持、指导和肯定，这次晋升对我来说不仅是鼓励和认可，更多是责任和鞭策。

2015年8月加入到 HKBN JOS，任 IT 服务销售一职，主要负责销售公司 IT MA 服务、驻场服务、搬迁服务等 IT 服务业务。2020年9月份，随着公司销售部门重新调整，不再分服务销售和产品解决方案销售，也就意味着我需要尽快学习掌握更多的产品、解决方案及行业知识来提升自己的能力。经过团队领导及同事们的指导帮助，以及产品部门、厂商的培训，我也很快积累了自己的解决方案销售技能。

通过不断学习业务知识及实战经验，不但丰富了我的经验，也增加了我的业务能力。在实际工作中，我也保持积极的工作态度，认真对待，及时办理，以负责的心态严格要求自己、对待客户。在销售技巧和客户关系把握上都有了较大的进步，充分的锻炼了自己，也得到了客户的肯定。接下来也要继续不断的提升自己在新解决方案销售的销售能力，为客户提供更满意的服务，也为公司创造尽可能多的利润。

2022年继续努力，更加坚定地朝着 FY22 目标前进，共同努力实现我们的销售目标和公司价值。

Grace,  
Keep up the positive  
can-do attitude.  
All the Best.  
N.R.



**Helen Wong**  
**Officer - Talent Development**  
**HKBN Group**

**My HKBN Journey:**

I started my journey in HKBN as assistant in 2019 and I feel so proud to be one of the elite sports team members. Over these years, it is my honor to take part in different training programs and projects, such as Be a Team Champion, Talent Talk etc. In FY21, I worked as business partner to support Talents learning and development by different business units.

**Tips for getting promotion in HKBN:**

**Regular Review And Improve.**

Doing regular review is one of habits of my learning process. In the daily operation, we are always spending long time on many tasks and projects. We remember things best immediately after we've read, heard or watched them. But, as time passes, our memories begin to fade. That's why reviewing what we have done regularly is so important. It allows me to transfer new knowledge and skills from short-term to long-term memory, and then keep it there. A review of previous learning/project is a good way to strengthen retention of experience/skills and make progress faster.

**Be a Win Win Thinker**

In the beginning, we may work as a "doer". Last year, I have got many opportunities to collaborate with different departments. For those experience, I have learnt how to think of others. Different departments have different job nature/goal, like CS team focus on customers experience, IT team aims for professional communication... That's why we need to be a win win "thinker", considering their values and ensuring their thoughts are in our mind. In doing this, we can ensure that to provide appropriate solutions.

**Motivational message for other HKBNers:**

We may be going through a tough time. As a traditional Chinese saying goes "Where there is threat, there is opportunity(有危就有機)". The opportunities are all around you.

Helen,

Well done.

All the Best

Nid

Hin Lam.

Thank you for the promotion, especially to my Direct Manager, Louie Cheung, who gave me a raise. I am delighted with both and will continue to work hard for you and the team.

I started working in HKBN in May 2020. It was a tough time during the pandemic situation. Everyone told me that it was challenging to work as an outdoor sales in this period. Time management is also a challenge since I am still studying for my part-time degree. However, Louie taught me to be proactive rather than wait. He is a "professional killer" for approaching high-end customers in the market. He inspired me a lot with his non-traditional and emotional selling speech.

In my opinion, one of the necessary factors to be a great salesperson is "Honest". Customers can feel your energy when you talk with them. As a salesperson in one of the best internet service providers, customers rely on your recommendation. I have heard some sales think we should close a deal as soon as possible. But for me, we should use our 100% knowledge and 100% effort to solve every customer. Communication is a meaningful value for humans. HKBN even make people communicate better. I choose to be a sales not just for money. Helping people is more than we thought. Not just for bringing more customer referrals to me. It also improves the corporate image. Why does it matter to us? We are part of HKBN.

Once again, I look forward to continuing to grow under Louie leadership.

Hin,  
Honesty is the Best Skill.  
All the Best.  
Nil.

Hydro Choy

Co-Owner & Manager – Solution Architect (ITDI)

### My HKBN journey

This is the 10<sup>th</sup> year of my professional career, and it started with a developer position in Y5ZONE. After HKBN's acquisition of Y5ZONE in 2013, I became one of the HKBNers. In these few years, my teammate and I delivered several amazing projects, and my role transformed from participating a project to leading a team to complete different projects, I would like to share some of my thoughts about how I accomplish my transformation.

### Drill down into details

WHY? → !!!

When I am going to solve a problem, I am not just providing a solution and case closed. I will drill down to check why the problem occur, and how the solution work to fix the problem. Only when I drill down into details and understand what is going on, I could do the troubleshooting task at the right place, and maybe find a better way to solve the problem.

### Face the fears

There is always something I don't want to tackle, and I used to escape before, as a result my skill on solving those problems does not have any improvement. To achieve a better me, I started to duel with those problems that I am not good at, at the beginning I always feel that I handle the case badly, and my teammate need to spend more time because of my poor handling. However, after a period of time, I find that I am not that afraid to tackle those problems, although my handling still has a lot of space to improve, it is acceptable, and it makes me become a more all-round talent.

Hydro,

Have the courage to face and overcome your fears... we are all here to help you do so.

Nid.

## Account Executive Supervisor - Enterprise Solutions

### My HKBN Journey :

I joined Wharf T&T Telecom since 2013 and grown up from a junior sales, in 2019 I became a HKBNer, it feels like a new challenge, HKBN provides me with a platform that can be improved, which gives me the conditions to continuously learning and better to provide customer appropriate solutions.

### Tips for getting promotion in HKBN :

✓✓ Pls don't be afraid of change. ✓✓ We should know how to use the resources of existing customers to develop new businesses, Provide Professional telecommunications services solutions to commercial customers and make good relationship with the customer. Keep improve ourselves

### Motivational message for other HKBNers:

Such as we can't control the arise of COVID-19 but we can also explore potential business opportunities through strategic promotion and good customer relationship when we make customer feel comfortable and happiness of our service, the customer will introduce more and more customer use HKBN. Looking forward to 2022, we know that everything will be better and let us work together to "Make our Home a Better Place to Live"!

Jennifer

Well done.

All the Best  
N.Q.

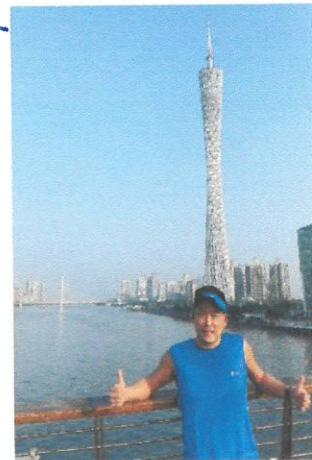
Name: Jacky Mei  
Department: ESBMCHB  
Co-Owner & Senior Manager – China Business

I have been one of the HKBNers over 20+ years. I have earned with my experience from corporate and residential acquisition tele sales teams. Now I transform to Enterprise Solutions – China Business, I start to focus to lead direct sales team focus in Great Bay Area, develop marketing and sale channel based on the coverage areas, SME focus ICT solution, build more product and brand awareness in GBA.



I believe that having a positive mindset and attitude is the key elements to lead how to get it done rather than can't be done. Stay positive during tough times and keep working towards something better. Don't afraid failure as know many success stories often start with failure, find a way to see how to change the fail to success.

Embrace with change. If we found existing role are doing the same in past few year, don't afraid to try new things, it is the way to make you grow. I participated in the Marathon, although it was very difficult and ran so hard, but I had to persist until the end. I cannot predict will be success in the future, but I am always believing myself to keep my fitness and ready for any changes.



Jacky,  
I always remember running the  
marathon together.  
All the Best.  
Nil.

Juliana Lam.

### My HKBN journey

I have joined HKBN since year 2019 which is not a long period. The unique culture and the pandemic have been affecting myself. My department head pushed me out of my comfort zone and appointed me to take over all Hong Kong Sales Teams in Jan 2021. Since then, I stopped doing what I have been doing for the past 17 years and made my career changes.

Change equals opportunity. In the new structure, it was critical to devote time and energy to establish structures according to how I wanted my team to work. My first priority was to encourage them to get know one another better by regular success sharing and project review in order to speed up the team synergy. I needed to balance and identify the team specialists in functional, market-based or product sales. Additionally, I learned to prepare some essential reports to facilitate all leaders to monitor their teams more effectively and systematically.

### TIPS OF GETTING PROMOTION - INITIATIVE

Life is like riding a bicycle. In order to keep your balance, you must keep moving. It has been my honor to participate the UVC & disinfection project in Q3 FY21. With the great support of my superior and other project owners, I played a meaningful role to take the **initiative** to source the products and services, design "go to market" marketing campaigns, establish sales channels and partners, etc. We succeeded in being the top and most active disinfection solution market provider by selling over 4000 units in a quarter to increase earnings more than \$4M DOP. The project successfully showed us how powerful co-owner structures are and how unique culture of HKBN is. Moreover, it encouraged leaders to step ahead and re-launch e-payment solution to carry forward the steady growth of DOP to FY22.

### FOCUS ON HIGHER VALUE - BIG BENEFITS OF DELEGATION

There is no denying that delegation became more important. It helped me to free up time to focus on higher-value activities while also keeping my team members engaged with greater autonomy. It allowed me to analyze and identify new opportunities, form strategy partners and leverage other resources. Liaising with various vendors, associations & platforms and VIP customers will be the focus of the way ahead. No matter what your job title, think like a boss.

It is incredibly important for me to understand and agree with the higher-level vision of our company. I need to know where the ship needs to sail in order to help my team grow in the right direction. Growth is an ongoing process that requires hard work, patience and dedication. The only way is taking small bold, confident steps each day to ensure big, successful changes.



Juliana,  
Let's continue riding the  
bicycle together.  
All the best  
N.Q.

## Jeremy Law

Manager – Event Management, Growth Hacking & Data Analytics  
(HOME+)

### My HKBN journey

It was not a easy kick off journey for me in HKBN / HOME+ during COVID pandemic in 2021, especially for my role that responsible of doing offline promotion and event. Yet eCommerce has been getting more popular and bringing opportunities, it prompts me to rethink how can I accept the new challenge and show my strengthen to work with a NEW start-up company and team. Tried very hard to adapt with the new environment with a positive mindset to push myself over the year.

### Sharing and tips to motivate fellows / myself

Keep positive thinking for EVERYTHING is always the effective way to tackle difficulties, especially if you believe in Law of Attraction.

1. Don't just say NO – We don't need a YES man, but sometimes when you disagree or reject something, please try to counter propose another way to achieve the goal or target.
2. Never give yourself any excuse – Perhaps taking a step or action may cause by only ONE reason but many people will give more than a hundred excuses to refuse for next step. So why don't we just give a try with that only ONE reason instead of taking your time to refuse.
3. Get rid of negative energy – Just believe in yourself and stay a positive mind will bring you a successful route although difficulties will attach around you.
4. Breaking down communication barriers – Encouragement / Appreciation / Active listening / Humble / Promote transparency. A good team build with a good communication, you never win the game by your own but with all good teammates can bring you a BIG win for the champion.

Jeremy.

Agree. Rather than just saying "No" offer a better solution.

All the best  
Wid

**Karen Ng – Talent Excellence**  
**Senior Officer – Talent Excellence**

*"In HKBN, my role is not defined by a title but how much I dare to learn and achieve."* ✓✓

**My HKBN Journey:**

I started my HKBN journey as Officer back in Aug 2020. In this 1.5 year with HKBN Talent Excellence Team, I am truly grateful to be empowered and enlightened by a wide range of opportunities and exposures in the Talent Development, Culture and Communications field. For instance, leading Talent Development Programme, driving T@W communication plan, and being the learning solution consultant for different departments are some of my key highlights in this journey.



**Push Yourself, Don't Settle**

Instead of asking how to get a promotion, **"Are you being the best version of yourself by pushing yourself with new challenges?"** is the key question to ask ourselves every day. How much you dare to learn and achieve defines how far you can go in HKBN. If I dared not to say "yes" to take up the Summer Innovator Programme or attend a business networking dinner with NiQ, I would never be able to expand my job scope or learn as much as I can. Keeping challenging the status quo and pushing yourself a bit every day will lead you to the unexpected compound effect. Promotion will follow along the journey as well.

*Karen,  
great to see you growth  
with us. All the Best  
NiQ*

## Ken Law - Technology Network Development

Assistant Manager

### My HKBN Journey:

I started my HKBN journey as assistant engineer in 2011, have been given the opportunity to design and develop HKBN GPON network. Transforming from a team follower to be a team leader in a decade, now is leading a team to take care the development of HKBN & Ex-WTT access layer. Thankful to have good working experience with different parties to achieve 1-HKBN goals in the past few years, looking forward to coming FYs.

### Tips for getting promotion in HKBN:

#### 1. Overcome the fear of rejection

Review the past, do we have any similar situation which is fearing to ask question or for help from senior? We are not comfortable to be rejected indeed, but further asking "why" and seeking the reason of rejection may change everything. You may have a chance to see their consideration, to know more about existing workflow ... etc.  
Solution & workaround may be possible if and only if the conversation is not ended.

#### 2. Dare to change

Many events (COVID-19, wave of emigration...etc. ) we are nothing to do about it, but we can control what we are doing in present and fighting for future.

### Motivational message for other HKBNers:

Keep positive thinking and make yourself happy.

Let's fight together and making our Hong Kong a better place to live.

Ken,  
Yes indeed, let ~~down~~ do this together  
N/A

Kenny YC Chan

Officer – Customer & Technical Service (Enterprise Solution)

### My HKBN journey

It is almost a decade as a HKBNer. I am so prided to take the role as a customer & technical service support. I have the chances to work on different project (Various of integration with Ex-NWT, Ex-WTT, JOS etc) and take the opportunities. Those tasks build up my growth in past years in adaptability, patience, teamwork. Thanks to the appreciation from my superiors & other supporting team

### Tips for getting promotion in HKBN

1. Don't afraid to change & challenge.

- We have to adapt to new conditions and make it better.

2. Keep your passion

- Passion can always motivate you

3. Create value / To be innovative

- Become a value creator proactively.

4. Don't be silo

- Communication & information is always important.

5.. Learn from failure and move forward to success.

- We might have several failure and feel struggle. Night is darkest just before the dawn

### Motivational message for other HKBNers:

Don't fear and dare to change. Adaptability was one of Bruce lee's key philosophy and the basis for this famous saying "be water".

You MUST be confidence and thinking positive to achieve the goal. Then you will become stronger.

Kenny,  
Let  $H_2O$  together.  
N.R.

Kiki Wong.

**My HKBN Journey :**

I have been a HKBNer since 2009. During my career in HKBN, I have rotated in different teams in RSCS department, including TA, I service, VIP team , and now I am a supervisor in CVM team, which is mainly responsible for managing CS knowledge base. In addition, I also involve in many projects which give me opportunity to communicate with different colleagues in other departments. I have grown up a lot from the working experience in the past years.

**Tips for getting promotion in HKBN :**

First, Attitude is very an important factor to achieve success in my career. I believe that attitude is everything. Whenever I receive a project or a job, I will try my best to complete the job in a perfect way even though there are many obstacles and difficulties in the process. Hard working attitude always drives me forward and influence my teammates to follow my steps, which can build up work-together team spirit. Second, planning is the key to do the job well. A satisfactory result always starts from a constructive planning. Before starting a project, I will work with my teammates to collect data from all resources, list out action plan and draft operation guide structure, etc. Though changes may happen frequently that I need to adjust the planning accordingly, good preparation always helps me to complete the project smoothly and timely.

Always  
the case  
✓

**Motivational message for other HKBNers :**

Never give up! If you are determined to achieve the goal, just do it with all your effort. HKBN always provides a wide platform for talent to show off his ability.

Kiki  
Keep this up.  
All the  
Best.  
Nid

Kim Kam.



### 我的香港寬頻歷程

11 年前，我重新加入香港寬頻，成為客服部門的一位前線主管。

6 年前，我開始從事培訓相關工作。

4 年前，我的前輩離開我，亦離開了公司香港寬頻，我繼任培訓管理和部門招聘的工作。

很開心，亦很驚喜，可以在短短的三年內兩次得到公司的認可，再度獲得晉升的機會。

從部門的內訓師角色，轉變到現時培訓管理的崗位，我告訴自己，要不斷跳出自己的舒適圈，持續學習，因為只有“知識才是培訓師最虔誠的信仰。”

~~Kim~~  
Rejoined  
HKBN.



Vike!

### 只想做好自己的工作，等待晉升機會足夠嗎？

大膽一點，或許你可以做好上司的工作，讓他晉升，自己才有更多機會！！

很榮幸在這裡分享，在我的部門，本年度的晉升除了我自己，還有我的直屬上司，以及直屬經理。

為什麼分享這個信息？請給一點耐心繼續往下看。

因為本年公司有個詞彙，我有很深的感受，這個詞就是【Get stuff done】

我相信很多人才多會有我共同的經歷，從個人貢獻者晉升為團隊管理的過程是痛苦的，晉升在某層度上意味自己做得不錯，但“團隊管理者得要求是整個團隊做得好，甚至影響到其他團隊做得好，和我合作的部門也做得好，讓上司可以

Get your boss promoted to free up space for yourself!!!

配合我做得更好。”

這是問題聽上去很難很難，但是方法其實也很多很多，畢竟方法總比困難多不是嗎？我舉一些例子：

可以自己多做一點，“內卷”別人；可以積極溝通，協調好所有可用資源；亦可以需求更多的外部資源，幫助事情進展順利。

如果這幾項你都做到呢？那還有不晉升的理由嗎？

### 你準備好了嗎？

我經常與 PRC 地區的人才分享，中國儒家思想教會我們，“在其位，謀其事”認真對待自己工作固然好，但在 HKBN，我更相信“你做到，所以你值得擁”從現在開始不要只看著自己，放眼看著你更高一級職位的能力要求和責任吧！！

Kim,  
Well done.  
All the Best  
N.D.

Kim Lam – ITSA  
System Specialist

#### A brief introduction of your HKBN journey

I have joined HKBN 7 years ago.

On my first 6 years, my workload is from Helpdesk to Senior System Administrator that I can't imagine and very lucky.

In 2021, I have a new challenge. My workload is changed to team leader. It like a bridge connecting the management and our teammate.


#### Effective tips for getting promotion in HKBN

As this challenge, it has many chances to improve my organization, communication, management, and troubleshooting skills.

Please take up the challenge, take a chance.

#### Motivational message for other HKBNers

Learn From Mistake, Keep Learning, More Proactive and Self-review.



Kim,  
Make more affordable of these so  
that you can learn more.  
All the Best.  
N.A.

Leslie Lam

Assistant Manager - Sales (ESBMCOM)

20 Jan 2022

### 1. My Journey in HKBN

Working here nearly more than four years. Before HKBNer, I am ex-WTT A/C manager since 2017. It is amazing and I am very enjoy working in HKBN with unique culture 1 – HKBN Elits sport team. Thanks to the appreciation from my superiors, I am glad to be promoted in the affirmation to the performance of my team in FY21.

### 2. Always in evolution mode

To be a team leader. This is a new job of my career. Rather than A/C manger, direct follow up customer service, sales, and inquire with my own business. Now, drive the team with result-oriented mindset for achieving sales target. Monitor all team members to make sure in compliance with company policies and Sales result achievement.

### 3. Message to HKBNer

HKBN has changed to full-suite ICT solution provider from traditional telecom company. We do have IoT, ESG solution. Gear up myself. Get ready the new opportunity of new environment of life and work.

Make a different, "somethings new every day".

Leslie,  
lets ICT together.  
All the Best.  
N.Q.

Ma Qi

- A brief introduction of your HKBN journey

我于 2015 年加入 HKBN JOS, 担任客户经理的职务。平时和一些客户的接触来说, 我发现 HKBN JOS 不再只是单纯的供应商, 而是能够长期合作的伙伴和朋友。能够和众多优秀的人才在 HKBN JOS 工作, 感到非常荣幸。

long term partner!

- Effective tips for getting promotion in HKBN

做为一名销售, 坚守“让客户满意”的初衷, 要与客户成为朋友。积极的态度也是成功的关键。优秀的客户关系和态度可以持续得到生意机会以及增加赢单的概率。

专业是成功的基础。保持专业并有信心提供我们的解决方案, 是让客户能够充分信任我们的前提。

团队合作是非常重要的, 从潜在机会中赢得的每一个案例都取决于整个团队的努力。

Efforts of whole team

- Motivational message for other HKBNers

坚守初衷, 保持学习及进步, 用积极心态去把握每一次机会。

Seize every opportunity.

Ma

All the Best.

Ni Q.

# Mark Yeung

## Account Servicing Supervisor

### -China Business

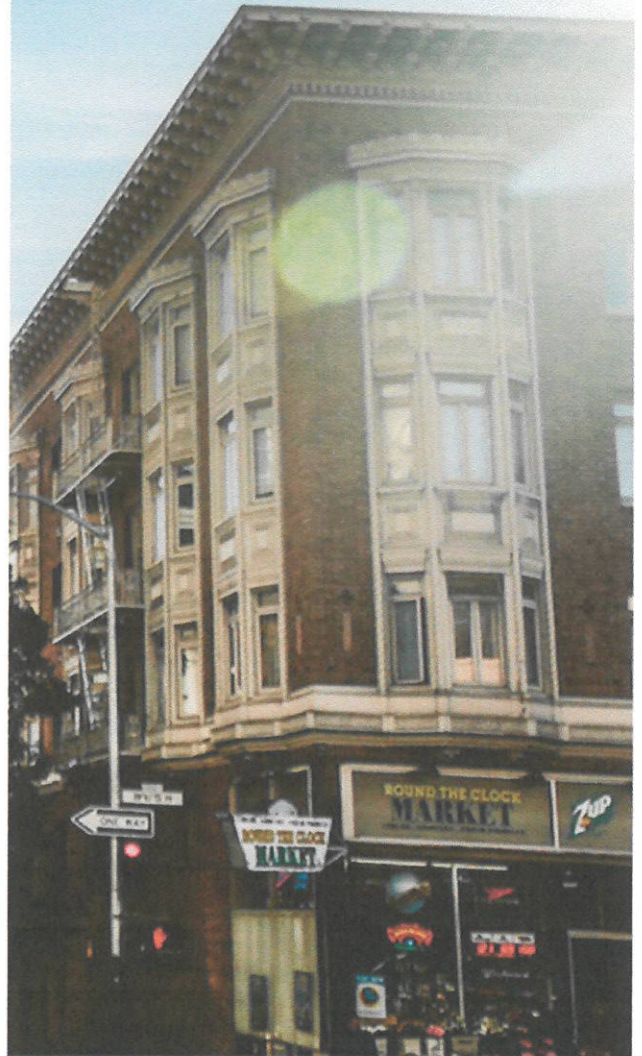
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我們的 ASM 精英團隊



1月12日

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# 晉升感言

## 我的香港寬頻歷程

Elite Sports Team

1年前我加入香港寬頻精英運動團隊，通過自己的努力，很開心這次得到公司的上司的認可，獲得了晉升的機會。入職香港寬頻工作時間不算太長時間，但這短短意見的時間裏面，我見證到團隊的重要性，從零到一這段時間的需要靠一段很長的時間去累積，需要團隊的幫助，團隊的協作和售後服務的溝通和技巧，才能在團隊中發揮重要的責任。秉承住以客為本，以客為尊的理念，做好我們的售後服務，完成每月的 Target 保證公司的收益，務求做到最好。

### 不斷嘗試，多思考

不斷嘗試，嘗試用不同的辦法解決事情。多思考，多想辦法配合客人令公司損失降到最低。

你準備好了嗎？

Are you ready ... Yes I am!

下一個晉升的機會就是你的，機會是為有準備的人而準備的，而有準備的人就是你，你沒有理由不把握。

Mark, Well Done

Nick

**Michelle Tse - ESJOSS**

**Co-Owner & Manager – System Integration**

### **My HKBN Journey**

Before joining ex-JOS and now HKBN, I was a software engineer, coding on consumer electronic products, like 3G Mobile Phone applications. Right now, I am still working on applications, but on Cloud. The first application I involved in HKBN was a Hotel Budgeting System and it is my pleasure to keep its maintenance contract until now. After that, I have been working in different domains: Properties, F&B, Retails and Fintech. Becoming a HKBNer in 2019, I decide to be a Co-Owner as well. HKBN encourages talents to keep learning. Hence, I joined sponsorship training program to learn Architecting on AWS and finally, I am an AWS Solution Architect, which definitely is a benefit to my current project – revamp current application from on-premises to cloud.

### **Tips for getting promotion**

Don't be afraid to step out your comfort zone. Nowadays, technology changes fast, really fast. This brings intense competitions and aggressive time-to-market requirements from our customers. We should always take step back and think ahead to prepare ourselves for the next career advancement.

### **Messages for HKBNers**

- || My LUCA is “**One day you are in, the next day you will be out**”, which is a slogan from the famous reality television series – Project Runway. It brings me the motivation to keep learning which is critical in today's fast-changing world; otherwise, you will be out one day.

Michelle,  
stay uncomfortable.  
All the Best,  
Nid.

My family  
loves this  
show.

Ning Bo.

When you have a projects that has a duration over years, besides dedication on the outcome and benefits of the projects, without the great support of team, it is impossible to delivery these output and achievement.

Ning,  
If you have long term projects,  
split them into short phases.

All the Best

Ni Q.

Pei Yu.

我在 2014 年 12 月加入港宽，在客户现场作为 IT 工程师工作至今。

下面是作为现场服务工程师的几点经验只谈：

1、做好本职工作：

作为现场技能服务人员，我认为服务工作的全局就是，“坚持公司形象，做好本职工作，获得客户的肯定”，做好服务工作不仅要处理好客户遇到的各种日常问题，也是对公司的宣传

2、擅于沟通交流，注意服务态度：✓ Communication skills .

不仅要有较强的专业技能常识，还应该具有优越的沟通交流才能，在日常的工作中做好客户沟通，令客户满意也是对公司形象的有利宣传。服务态度的好坏也决定工作的成败。不仅作为一个个体也代表的公司，要做好周密细致的服务，问有所答，及时回复，不厌其烦。

3、提高专业技能：Think independently.

在现场处理日常工作的同时，独立思考、多于同时交流，努力不断提高本人的专业技能。

Pei, Well done.

All The Best  
N.Q.

Ryan Li - MKACQ

Co-Owner & Director - Marketing - Residential Solutions

#### My HKBN Transformation Journey

I joined HKBN in 1999 and started as a member of the enterprise sales team. Four years later, I helped establish the company's call center and stationed in Guangzhou. In 2008, I continued my journey of transformation by serving directly under one of the residential business' five mini-CEOs, a position that offered me the chance to manage the entire operation – from fibre coverage expansion and customer acquisition to service installation and customer service – in Hong Kong's West Kowloon district. After four years, I was given the responsibility of managing HKBN's Residential Solutions acquisition by leading a 500-strong sales team on a mission to grow the customer base. In 2019, I continued to embrace new challenges by shifting focus from sales to marketing. My current role is leading the marketing acquisition team as it concentrates on strategic partnerships to supercharge the Residential-Enterprise growth engine for HKBN.

#### Promotion Tips in HKBN

Be passionate on your job and looking for innovation and excellence. Dare to Get Stuff Done and Skin in the Game. There are so many chances in HKBN, don't wait for it but catch it proactively. We have many successful leaders in HKBN, just date them and they should love to share the tips of their successful stories.

#### My Motivational Message for HKBNers

Life is Tough and the Only Constant is Change. Let's embrace Change and Challenge! Overcome together, we Make our Home a Better Place to live!

Ryan,  
Let embrace change together.  
All the Best  
Nil.

Ryan Liang - ESJOSS  
Senior Consultant

### A brief introduction of your HKBN journey

I joined HKBN via JOS integration in 2019 and engaged in Microsoft ERP product since the year of 2013.

I feel so proud that be part of ESJOSS team. The support from my manager and my teammates is very valuable for my career.

### Effective tips for getting promotion in HKBN

Here are four ways to start increasing the value you provide to the HKBN:

- Specialize in new skills
- Be professional at all times
- Know your value in your team
- Excellent analytical / problem solving skills

### Motivational message for other HKBNers

Don't be afraid to speak up in meetings with your new and different ideas that will bring a fresh approach to achieving HKBN's goals.

It's important to keep abreast of changes in the HKBN.

Be confidence in yourself is the first step on the road to career.

✓ Ryan  
Let's continue to  
do more of this.  
At the best.  
N.D.

Sandy Leung, Senior Manager – Talent Acquisition & Branding

In my 5+ year time with HKBN, I experienced HKBN is a company with very unique company culture that it's difficult for you to find elsewhere. It provides you a platform to jump out of the comfort zone, trying something that you never imagined, and truly executing leading disruption and empowerment.

We all know "Change or Die" is HKBN's motto. And in our career, we should also believe the only constant thing that one can count on is "Change". The sooner you get used to the routine of change, the greater chances for you to survive and sustainable grow in today's fast-paced and complex business environment. To accelerate our personal and professional growth, here are some directions that we can always stick to:

- Take a proactive approach – Don't be afraid to step in something that may not be in your expertise. Sometime there could be chemistry working out. Keep observe the market trend and challenges that your role and company are facing and these observations may help you make informed decision about your career and business decisions.
- Embrace learning – Constant learning is essential given the rate of change. The new skill and knowledge that you acquired definitely will help you stay ahead of your competition. Knowing how technology will benefit to your career will also sharpen your edge. Google, Youtube, online courses, candidates, headhunters and my recruitment partners are all my good companions telling me the emerging technologies and how the market and job industries are transforming with technology nowadays.
- Build resilience in times of uncertainty – Take on a more flexible and resilient mindset by accepting what is out of control. Stay focused on the big picture or most realistic impact and avoid assuming that the worst will happen.



Sandy  
Let make "Change" on  
habit. All the  
Best  
N.D.

Sandy Wong (Co-Owner & Senior Manager – ESG & Corporate Social Investment)

### A Transformation in Realizing Purpose

In HKBN, we never stop changing. 2021 has been a mind-shifting journey for me and CSI Team, and yet it is how we actualize these thoughts (Get Stuff Done) that matters, as this is where true value comes from.

#### **Transformation 1 – Elevate from CSI to CSV (Creating Shared Value)**

- The past – CSI is for community only.
- **The Swift – CSI as business driver.** CSI team has brought in CSV to HKBN, where doing good to the community can be mutually beneficial to the company as well. Leveraging on our SPO (Social Profit Organisation) network, CSI Team is driving the blue ocean of SPO business with ES Team and we want to do this Purposeful Profit model BIG. We no longer aim for just assisting the beneficiaries, as helping NGOs' capacity building via our digital transformation solutions at affordable price can achieve much more – the dual benefits of Purpose + Profits.
- **Key learning** – look beyond our existing scope of work and look around HKBN for collaborations. It is like Apple, if you are iPhone 13 Pro Max, not pairing up with Apple Watch and HomePod is a total waste of maximizing benefits!

*Complete the jigsaw to see the full picture*

#### **Transformation 2 – Tap into the “Infinity and Beyond” of ESG**

- The past – ESG and business are kind of separated.
- **The Swift – Actualize ESG's true impacts to HKBN business.** ESG should never be mere regulatory requirements. ESG is now mandatory for business, especially for big ES customers. ESG is not about spending money, Good ESG is a new source to retain and attract new investors and can even lower the interest rate via ESG KPI-related loans. CSI Team will continue to drive substantial improvement in HKBN ESG disclosure to align with international standards, achieve better ESG ratings and most important of all, to correlate our ESG performance with business to create a new bullet for ES.
- **Key learning** – I only start to learn and implement ESG in 2018 and who knows it becomes a MUST for business or can even drive business in just 2 to 3 years' time? Devices need upgrade, so do we. **Grab every chance to become a new version of ourselves** and the bitter-sweet of stepping out of our comfort zone always paid off!

*Yes, go beyond tick boxing.*

*Sandy  
Good stuff on CSV.  
All the best  
N.Q*

Scott Wong.

自从 2012.12.17 加入 JOS Sales 部门, 从最初的 Account Executive 到今天的 Sales Manager, 从一无所知的应届生到懂得如何做一个合格的 Sales, 离不开公司的栽培, 各位同事尤其是我的各级上级的大力支持。我会继续努力, 不负公司的期望。

Scott,  
Great to see you  
grow from fresh Grad to  
Sales Manager.  
All the best.  
Nid.

Shirley Cheung

Co-Owner & Senior Manager – Marketing (MKACQ)

A brief intro of my HKBN journey

My first meet up with HKBN was in April 2014 after my return of working holiday in Australia. I was working in ES Marketing by that time and worked for a year. In Sep 2017, I rejoined HKBN Residential Marketing team, and my key role is responsible for mobile acquisition by that time. Time flies and it has been a challenging but fruitful 4 years in HKBN, I'm now not just the business owner in driving mobile acquisition, but also online acquisition, plus one of the key responsible person who work with our core strategic partner – Apple. Over the past 4 years, I have achieved to launch different marketing programs such as bundling with Apple, Samsung, Global Phone, and some joint collaborations with external partners such as AT, CCBA, etc. Throughout the time here, HKBN has shaped me to become an even stronger leader.

Tips for getting promotion in HKBN

It is very common in a norm that people get promoted according to seniority, yet HKBN is different. There is always a lot of opportunities in HKBN, as long as you are willing to step up and get your mindset changed – embrace the ever-changing challenges and take calculated risks. Also, be a leader with compassion and keep inspiring your teammates thus grow together with them. Attitude is always the key attribute to be success.

Motivational message for other HKBNers

Every cloud has a silver lining. Let's keep up our fire to stay positive. Dare not to be afraid of getting fail and set limitation to ourselves just because of what we have been told and experienced in life. Dream big all the possibilities and embrace changes. Let us always "Stay Foolish, Stay Hungry" – Steve Job.

↓  
~~Shirley~~  
Shirley, let Dream Big  
and execute Bigger ☺!  
N.Q.

我係 RSCE 的 Sue So，從 CS 最基本的前綫客戶服務主任開始左我在 HKBN 的職業生涯。在這 10 幾年裏面不斷的學習和改變，跳出舒適圈成就我在 CS 各個職能部門的進步，從一名前綫同事成為一名帶領團隊共同進步的主管：

- 2005-2017 Residential Services CS hotline : Inbound CS Team, Technical support Team, VIP Team, 為客戶提供優質服務。
- 2017-2022 Residential Services - Customer Experience : Service Quality Manager Team, Training team, Customer Value Manager team, 為前綫提供流程、培訓和質量提升。



人生有如一條波濤洶湧的大河，有人力爭上游，有人水波逐流，端看您採取哪一種人生態度。



#### 改變思維，突破傳統，為客戶創新

「不變則亡」成為了香港寬頻的座右銘。作為為前綫服務的團隊，從上級主管-自己-下屬主管-組員，我們不斷灌輸合作和溝通的重要性，目標一致，突破傳統的思維，在服務對象的角度去靈活思考。

簡化不必要的流程，設計方便、快速的方法解決客人的需求以提升客戶對 HKBN 的滿意度。

#### 傳授新方法，新工具提升工作能力

要求自己學習新的技能，特別是作為一名主管更要思考我的工作是否可以影響到和幫助到其他人成長或者提升工作能力以更好甘達成公司的目標。安排 TA, SQM, CVM 三條 team 組員根據各自特長和工作職責合作參與 project，互相促進發展，形成 Plan-do-check-action 的良性循環。

新知識庫創建和運用，residential cs, sales team, Shop 可以登入快速查詢到知識和流程。公司拓展綜合多合一組合服務，同事能藉助知識庫快速地解決客人多項產品服務查詢和處理。

#### 有效授權，激勵自我發展

聽取組長對團隊管理和業務發展的反饋，進行授權，我們建立正面愉快的工作氛圍，取長補短。在自我發展同時有意識的發展和培養團隊中人才，有針對性地輔導、提拔，幫助組長和組員自我發展。（PS. 今年我們的主管，我的下屬，合作夥伴都取得進步，工作上得到認可，獲得不同程度的晉升）

Sue.  
Agree that change = chance.  
Be the Best,  
N.Q.

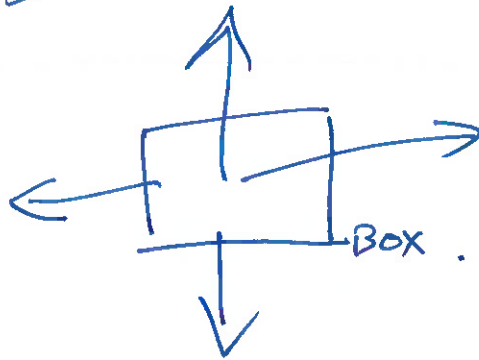
Sunny Chan.

I joined Technology Network Development (TND) team for almost 6 years. My previous roles in HKBN gave me opportunities and valuable chances to work and learn from other Talents from different departments in different projects. Facing upcoming changes and challenges, sharing experience and growth with teammates is important, let's get strong together.

Jump out of comfort zone and think out of the box.

Think positive, Stay positive.

Sunny .



All the Best .

NiQ .

Tim Lau - HK\_ESNDC\_I  
Engineer II

**My HKBN Journey:**

Before WTT merged with HKBN in 2019, I joined the network team since 2014 for the in-building infrastructure planning.

**Tips for getting promotion in HKBN:**

- Work smarter not harder *no limit*
- If a thing is worth doing it is worth doing well *limited.*
- Be a humankind of ability, rather than be a shoe shiner *yes.*

**Motivational message for other HKBNers:**

It's always darkest before dawn, stay safe and stay healthy, to welcome the future which are full of opportunities and challenges.

Tim,  
There is a 24-hour limit to working  
harder BUT no limit to working  
smarter.

All the best.

Nick

Trasan Shiu – RSRET

Director - Customer Retention Department of Residential Solutions

I began my HKBN journey almost exactly 18 years ago, transforming from a Servicing Call Centre Professional to a sales coach who is taking care of the GZ Telemarketing team serving our residential customers. We have been through a lot of changes during these years: developed a newly established call centre in GZ, trained up the frontline colleagues to becoming multi-skilled in handling different types of calls by driving the team to embrace changes, first time to act based on the 5% policy, SDU management, 5-districts management, many "GSD" projects, 1-year Powerbar to Marketing, etc. Some people might see having involved in so many changes would get one's crazy but in fact, I find these changes very interesting and challenging. For all the challenges that we have been through all these years, it is the corporate culture and the team spirit that drives me going and keep on motivating me to improve myself to plan and act to have the right things done in order to achieve the desired goals. It is through collaboration and with great team spirit amongst all the teams that made us successful.

In reality, change is inevitable. It is necessary for a business or oneself to maintain its/ one's competitiveness and strive to success in today's world. So, always be prepared for any changes to arrive, always stay curious to learn and to enhance oneself for any opportunity to come. When changes come, just welcome it and consider it as an opportunity to learn and grow.

Always believe in yourself and continuously stay with a strong desire to reach the goal you aimed with actions taken in the direction of your determination, not letting any obstacles or setbacks to block your way.

Don't be afraid to fail. Be afraid not to try. Keep running, mates!!



Trasan,  
let be courageous together.  
All the Best  
Nil.

Vincent Fung

Senior Manager – Talent Services

Talent Management Department

Good.

I joined HKBN in 2014, my mission is to promote "Talent Engagement" in HKBN. Thus, I proactively make my changes by rotating my roles from ADMIN, CSI, Talent Development, Talent Acquisition and Talent Servicing to groomed myself as an all-round TE practitioner. By these rotation experiences, I can fully utilize the LUCAs of each team to provide a total engagement solution to our Talents. Thus, please momentum to embrace change as we never know when will the chance come unless we well-prepared for our mindset

Besides, it is the supervisor's responsibility to make sure everyone in your team has a chance to grow and succeed. By contrast, it's up to each Talent to decide whether he/she grows or not. When these two come together, the Talent will shine. Practically, it is important to find out what a Talent values most. Then, show them trust by involving their contributions, raising their status in front of others, and most important of all, give them confidence to know they can perform without fear of reprimand. When Talents see that you support them, they will establish a greater sense of self-worth, commitment and deliver even better results. I truly believe 1+1>3 when we can work as one TEAM!

✓✓  
Agree

In addition, we should adopt the thinking of "I will" instead of "I think". i.e. Don't just throw many ideas yet not to execute! In the meantime, if a person who always has many ideas, it is indispensable that we should work on prioritization when we have so many things on my plate. Bear in mind that we all only have 24 hours each day, instead of juggling between different ideas or tasks which then diverse our attention, time, and effort; it is far more crucial to find an area to focus and specialize in it. We should have a sense of decluttering our mind in order to be concentrated on the necessary work.

Vincent,  
A leader is someone  
who can turn  
Teamwork into 1+1>3.  
All the Best  
Wj Q.

Vivien Wong.

Working in HKBN (or you can say stay survive in HKBN) always not an easy journey, always give me a gasp of surprise. Yet, I am still honored to be part of Elite Sport Team, to nurture and build even wonderful development in HKBN!

Rather than talking about promotion tips, let's talk about how to correct our mindset to welcome promotion opportunities.

### **Be Bold**

When I was joining HKBN, I wasn't a permanent Talent at all and I know I had the opportunity to take care of brand new business - HOME+. To equip ourselves as a leader, we have to show our courage to step in new challenges, even if there is no standard path. Although there are others E-commerce business in HK, we only see them as reference but not following their ways. As a newbie in a new business, we grew and walk together, sort out the rubble ahead to let teammates build strong foundation.

### **Be Adaptable**

When I encounter new circumstances, I choose to be flexible rather than uphold my methods as before, which is also essential to be an adaptable leader. When team is getting larger, use various options and attitude can build mutual trust. Also it is a way to build your own trustworthiness that team head will be confident to assign important projects to you.

These mindset sounds cliché, but it's true. Don't be afraid to step up!

Vivien.

Let FLEX together.

All the Best.

N.Q.

William Wu

团队精神是一切事业成功的基础。《孙子·谋攻》云：“上下同欲者胜”，意思是：上下意愿一致、同心协力就能获胜；在 AAMI 项目上体会尤其深刻，虽然我们项目介入的晚，起步落后，但在公司高层强有力的领导下，集合多部门（销售，产品，售前，售后），多区域（大陆，香港，马来西亚，新加坡）共同努力下，最终使客户认可我公司的实力及专业性，接受我们的整体方案，成功的赢下该项目。

Team Spirit is Key!

William.

All the Best.  
N.Q.

Wilson Yeung.

My journey at HKBN started 9 years ago, and I am very thankful I have opportunities to work with all these amazing people and projects to learn on taking different roles as a team player & leader. There are a few things I have learned from my experience so far:

#### Life is Agile

Imagine your life, at least your career, is a big project. You may have a vision of what you should do at the end, say 10 years later. But you can't simply achieve it by a single step, so you need to set different milestones from time to time. And life is full of unexpected things, say no one actually can tell there is a pandemic, and even if you could foresee it, you still cannot dodge it. In reality, we should always be prepared to adapt & change, and no one can really tell you whether the decision is good or not. It pretty much sounds like "agile" management. We can only try our best to make informed decisions, and in fact, there's no right or wrong on that decision, i.e., the only wrong thing is we hold still and do not react to the changing situation. Because no matter the result is good or bad, you will have more updated information and therefore cut loss (fail fast!) or amplify the success. At the end of each stage, you still need to move on.

#### Be an owner

Always be an owner of your projects or tasks. When we are working on some projects, we are not just a stakeholder or a developer of the project. We all will eventually face the outcome/product of the project, i.e., we all hold accountability for our own actions. This is why I always try to consider myself as an owner of the projects, so I will work for the best outcome of the project. I will ask myself if it really benefits the end-user / customer and whether I can accept the result/quality of the project. By considering these questions, it is not only being responsible for my own actions, but also improves the quality of the project.

#### Humble & Honest

Is it a Success or Failure? Always be honest to yourself so that we can always have the correct information to make the best judgment. I always remind myself not to take success for granted because most of the time, it is a team's effort to make it happen. When it is a failure, try not to blame the "bad luck" but admit it and find out the root cause. In short, being humble for any success and being honest for any failure. Through this process, we can recognize the factors that make us win or lose, and therefore we are prepared to have a fair decision next time.

✓✓  
ownership  
of  
Results.

#### Leave the comfort zone

"Our industry does not respect tradition, it only respects innovation." Satya Nadella, CEO of Microsoft.

This is my favorite quote. It summarizes the nature of all technology-related industries. It reminds me that there is no comfort zone in my career and profession. By the time you find yourself lying in a comfort zone, it actually means you are fading out. This is the inconvenient truth in technology, and therefore I always keep curious and never hesitate to try new things or new roles.

Wilson,  
Let's stay uncomfortable together.  
All the Best.  
NiQ.

Yolanda Lau  
Manager – Finance

### My HKBN journey

I joined HKBN as an Accounting Assistant in 2009 and I have been with the Company for 12 years. In this journey, I grew a lot together with the growth of HKBN and resulting many memorable experiences with HKBN. HKBN has experienced a MBO, listing on HKEX, a series of acquisitions and became a company with annual revenue of \$11 billion. And meanwhile I grew from a junior accountant who focus on accounting entries only, to a qualified accountant who is now leading a team to oversee the Group financial reporting function. ✓✓ CPA.

### Effective tips for getting promotion in HKBN

- Willing to face the challenges and become a problem solver
- Always bear in mind the Core 5 values when making the decision
- Well preparing for the promotion assessment and show your assessor that you deserve the promotion.

### Motivational message for other HKBNers

Don't be panic and nervous when you are facing challenges in your work. Think positive and treats these challenges as the opportunities for you to shine.

Yolanda,  
So proud to see you shine, since  
our days together in Finance.  
All the Best  
N/Q.

Yoyo Ng

Director – Marketing

### My HKBN Journey

Over the years of my career journey in HKBN, I have been transforming from a management trainee to one of executive in the management team. I feel grateful for all previous opportunities that allowed me to grow with the company. Over the years, I have been given the opportunities to take challenges in different areas, such as manage customer service team with size over 200 in Guangzhou, lead the CPE team, network development and retail business during “5 regions” era and business operation in ES. All these challenges are totally new to me and these experiences told me that stepping out from your comfort zone will greatly accelerate your growth and will definitely bring you into another level.

### Keep your passion and Change

Life is full of challenges, “Passion” and “Change” can make me stay energetic and young, and these are the key factors of motivating me to take new challenges. I always share with my teammates to be bolded to take risk by stepping out from your comfort zone, you will then grow faster and become stronger.

As a leader, I believe that leader is not a one giving order only, drive the team to work smart and effectively by sharing objectives, key milestones and results, no matter it is success or failure. In result, team momentum will be created and run automatically. In addition, communication and team work are the key factors to success as well.

All in all, no matter which role you are now taking, you can definitely find ways to contribute yourselves to the team, the company and even the community. Last but not least, chance always favours the prepared minds.

Yoyo,  
Great to see you shine over  
the years. All the Best.  
N.Q.

Zoe Ng.

Thanks a lot for the promotion opportunity. Home+ is an exciting e-commerce platform for exploring, not only for shopping, but also for my career path. Colleagues gave me encouragement and inspiring words. "there will always be challenges on the road to your dreams; they can be obstacles, or they can be the fuel to drive you further." Wish you found the spark and enjoy the adventures in HKBN.

Zoe,

Well done, All the Best.

N:Q.