

## **Self-learning Kit for People with Disabilities**

### **– Key of Success to Open Employment (4<sup>th</sup> Edition)**

#### **Foreword**

This booklet, *Self-learning Kit for People with Disabilities – Key of Success to Open Employment*, is aimed at assisting people with disabilities to acquaint with the different steps in job hunting as well as to grasp the basic skills in securing an employment. To cater to the needs of people with disabilities, we try to discuss with our readers on how to tell their prospective employers about their disabilities and how to answer questions in this regard with a view to increase their chances of success in job interviews. Through this booklet, we hope to inspire job-seekers with disabilities to flexibly utilize different channels and resources in looking for a suitable job, and to help them understand job-hunting skills, draw up clear strategies in job hunting and employment, so as to realize the goal of successful employment.

Selective Placement Division of Labour Department

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## **Know Yourself**

“Know yourself” is the first step of the whole job hunting process. The old saying “know yourself and know others” means you should know your attributes and job expectation so as to choose your job accordingly.

### **You can understand yourself better through the following aspects:**

#### **1. Job Goals and Expectations**

People have different job goals and expectations. Are you clear about yours? Do you need a job to earn money for living, or for self-fulfillment instead? Are you looking for recognition of others or are you hoping to achieve the greater goal of serving the society through your talent? You will obtain satisfaction from your job only when you choose the right job according to your personal goals.

#### **2. Educational Background and Working Experience**

Generally, requirements for basic education background, skills, professional qualification and working experience are specified for most job vacancies in the market. Therefore, your chance of getting the job will increase only when you know clearly whether your education background, skills, and past working experience meet the requirements of the vacancies.

#### **3. Competency and Health Condition**

Your disability and health condition may affect your work competency or performance. If you are clear about your physical condition and find a job which allows full play to your special skills and advantages, you can then be free from your health constraint and achieve excellent work performance.

#### **4. Personal Character, Interests, and Hobbies**

Your character, personal interests, and hobbies may also affect your preference in choosing a job. For example, for people who are out-going and sociable, work related to customer services may suit them; while for introvert people who do not like to work on the front line, back office jobs may be more appropriate.

**5. You may also need to consider the following factors shall also be considered:**

- ⊙ Your requirements for the job
- ⊙ Salary
- ⊙ Working hours and location
- ⊙ Chance of promotion
- ⊙ Other factors that will affect your decision, such as family expectation, financial situation, etc.

**Gentle Reminder:**

Apart from knowing yourself, you should monitor and analyze the objective environment to set practical targets for job hunting. Environmental factors may facilitate your career development or may bring restrictions to your choice of jobs. When setting employment targets, you may analyze the impact of environmental factors on you through understanding the job market and development of various trades and industries.

The job market is changing. To get employed, job-seekers must learn more about the requirements of the market and make appropriate adjustments. You may obtain the latest information about the job market through different channels such as newspapers, magazines, electronic media as well as Internet. In addition, job-seekers should also keep abreast of the trend of various trades and industries, and have a better understanding of their recruitment channels, entry requirements for different positions as well as prospect and potential for long-term development. In doing so, you can better equip yourself to face the challenges ahead.

## **Know the Job Market**

To get employed, you should have updated information on the requirements of the job market and make adjustments accordingly. We will introduce some common positions below with a view to help providing you with the latest market information in making job choices.

The following information is for general reference. As job natures and responsibilities differ in different organisations or positions, job-seekers should make flexible adjustments.

### **Clerical work**

#### **General Clerks**

Job description:

- Prepare and sort documents, reports, and archives of various kinds;
- Answer and forward incoming calls and receive visitors;
- Typing, proofreading, photocopying, and letter-sorting;
- Some clerks may specialize in fields such as accounting, bookkeeping, shipping service, logistics or inventory management.

Qualifications:

- Generally completion of secondary education with good Chinese and English level;
- Capable of Chinese and English typing, computer operation, arithmetic calculation and basic office skills (such as arranging archives and composing business letters);
- Related qualifications are required for special jobs, such as bookkeeping and shipping.

#### **Account Clerk**

Job description:

- Handle accounting materials, record different items on accounts as well as coordinate financial statements;
- Prepare and handle receipt and payment records;
- Handle cash or documents related to banking and business.

Qualifications:

- Generally completion of secondary education with 5 subjects passed in Hong Kong Certificate of Education Examination or 5 subjects of Level 2 in Hong Kong Diploma of Secondary Education; those with good results in English, Mathematics and Business & Commerce are preferred;
- Knowledge in the principles and concepts of accounting or bookkeeping; those with book-keeping

certificate of London Chamber of Commerce & Industry (LCC&I) are preferred.

Points to note in taking up employment:

- Employees should be good at handling figures and capable of calculating accurately;
- Employees should be careful and discreet in handling accounts, financial records and cash;
- Employees should be attentive to details and capable of prolonged concentration.

### **Computer Data Processing Clerk**

Job description:

- Input and store data into computer with keyboard.

Qualifications:

- Possess basic computer knowledge and can type fast and accurately in Chinese and English;
- Completion of secondary education with and good command in Chinese and English;
- Some employers may require job-seekers to be proficient in computer type setting and computer aided drawing, etc.

Points to note in taking up employment:

- Employees are required to input data effectively with keyboard;
- Employees are required to check inputted data carefully and to endure prolonged sitting;
- Employees are required to handle large volume of documents and information carefully and systematically.

### **Office Assistant**

Job description:

- Handle various general office tasks, such as despatch of documents, mail sorting, photocopying as well as sending and receiving faxes;
- Undertake outwork including mailing duties, delivery of documents or samples, handling simple matters at banks, going through business procedures (such as customs clearance), etc;
- May also be responsible for office cleaning and pantry duties.

Qualifications:

- Junior middle school level with knowledge of simple Chinese and English;
- Knowledge of using street map, arithmetic calculation, basic computer and office appliances operation (e.g. telephone, photocopier, fax machine, paper shredder and typewriter, etc).

Points to note in taking up employment:

- Employees are required to despatch documents independently by using various kinds of transport;
- When handling pantry duties, employees should notify colleagues responsible for procurement when the supplies in the pantry run out.

### **General points to note in taking up clerical jobs:**

- \* Often responsible for desk work, operation of office appliances and sedentary duties;
- \* Strong adaptability and problem-solving skills are required to handle diversified tasks. Besides, good communication skill is also needed to cooperate effectively with supervisors and colleagues;
- \* Employees should handle documents with care and discharge their duties in an orderly manner;
- \* When answering phone calls, do speak clearly and politely. Care should be taken to ensure that messages are accurately recorded and relevant calls are transferred;
- \* Since most of office tasks are computer-aided, clerical staff should be computer literate and able to use keyboard and mouse.

## **Service industry**

### **Customer service officer / investigator**

Job description:

Customer service officer

- Answer customers' enquiries, explain and introduce services and products of the company by phone or in person;
- Process and follow up customers' orders and complaints.

Investigator

- Conduct survey by telephone or in person to collect various data, such as viewer rating, opinions on products or services.

Qualifications:

- Generally completion of secondary education with good command of Chinese and English; knowledge of other languages, such as Putonghua is ideal;
- Articulate with accurate pronunciation.

Point to note in taking up employment:

- Employees are required to use computer to input and search information;
- Employees should check inputted data carefully and undertake sedentary duties;
- When conducting outdoor interviews, employees should be adaptable to different weather conditions

and pay attention to work safety;

- Employers should respect the will of customers. Do not force them to buy any product or accept an interview.

### **Shop assistant**

Job description:

- Attend on customers, introduce, sell and pack goods;
- Collect payments and issue receipts to customers;
- Showcase goods on shelves or in shop windows;
- Responsible for simple cleaning tasks within the shop like cleaning of shelves and shop windows, etc;
- Check and accept in-coming goods and replenish goods that are sold out;
- Work in different places, such as department stores, supermarkets, convenience stores or various retail shops.

Qualifications:

- Junior middle school or above; understand Chinese and English;
- For some large-scale retail stores or those in tourist areas, shop assistants are required to have higher education background and be fluent in English, Putonghua or other languages in order to serve tourists;
- Knowledge in basic arithmetic, simple measurement and able to distinguish colors, sizes and identify goods of different types.

Points to note in taking up employment:

- Employees should be familiar with goods sold in the store so as to introduce to and assist customers in making purchases;
- Employees should possess good calculation skills and handle money carefully;
- Employees are required to operate cash register and other payment collection tools (e.g. EPS cards, credit cards, etc.);
- Employees should inform employers or colleagues responsible for storage to replenish goods sold;
- Employees are required to manhandle goods during checking, accepting, restocking and displaying of them.

### **Security guard / carpark assistant**

Job description:

Security guard

- Monitor incoming and outgoing people and vehicles, patrol, maintain order, supervise repair work and



cleaning;

- Ensure fire escape routes are not blocked;
- Examine security devices regularly, such as, fire or burglar alarm systems and arrange technicians to repair the systems in case of failure;
- Cope with emergencies and seek assistance where necessary;
- To be employed by property management companies, security companies, owners' corporation, or various business organisations and be assigned to different workplaces, such as housing estates, department stores, shopping malls, venues, construction sites or warehouses.

#### Carparking assistant

- Assist in carpark management and collecting parking fees and fines for illegal parking;
- Patrol according to designated routes, record and check parked vehicles to ensure that there is no vehicle parked overtime or reported missing;
- In case of illegal parking, arrange to impound the vehicle and inform the vehicle owner about the fine.

#### Qualifications:

- Primary 6 or above and able to understand simple Chinese and English;
- Be physically fit for patrolling;
- Security staff must hold valid security personnel permit. For related qualifications and application procedures, please contact Police Licensing Office of Hong Kong Police Force (Annex II).

#### Points to note in taking up employment:

- Employees have to response swiftly and flexibly to prevent and handle emergencies or other unexpected incidents;
- Generally, extended standing or sitting is required. Employees also have to go up and down stairs for patrolling;
- Transfer among different workplaces or posts may be required.

### **Cleaner**

#### Job description:

- Extensive work scope with different responsibilities at different places, such as:
  - ⊙ At stores and shopping malls: vacuuming, sweeping, mopping, waxing, wiping glass, cleaning escalators, lifts, parking lots, rest rooms, and dust bins, etc;
  - ⊙ At industrial and residential buildings: cleaning public platforms, parking lots, corridors, stairs, lifts as well as clearing away garbage from each floor;
  - ⊙ At outdoor public premises: cleaning streets, parks and swimming pools, etc.

#### Qualifications:

- Basically no academic requirement;
- Capable of handling physical work.

Points to note in taking up employment:

- Employees should take care to choose proper tools and detergents for different cleaning tasks;
- Read instructions of detergents carefully, follow directions of supervisors and handle toxic or corrosive detergents with caution;
- Wear rubber gloves to prevent allergic reactions of skin;
- Use cleaning tools with care and put them away properly after usage;
- Employees should adopt correct posture in lifting heavy articles to avoid injury;
- Wear water-proof and anti-skid shoes (such as rubber boots) when working in wet places. Do not wear shoes made of fabrics or slippery sneakers;
- Employees should notify his or her supervisor before leaving designated working area;
- Employees should pay more attention to their personal hygiene as some working environment may be dirty. For example, they should wash hands and change clothes as soon as their work is done.

### **General points to note in taking up jobs in service industry:**

- \* As personnel engaged in service industry are often in direct contact with customers, they should be polite and amicable at work;
- \* Employees may be required to work in shifts and may work at nights, weekends, sundays, or holidays;
- \* Employees may be required to wear a uniform;
- \* As employees may be required to work outdoors under different weather conditions, they need to be familiar with the neighborhood as soon as possible, pay attention to traffic and weather reports and beware of personal safety while working;
- \* Employees should attach importance to service quality, customer-oriented and provide excellent services to the satisfaction of customers.

## **Catering industry**

### **Kitchen assistant**

Job description:

- Prepare ingredients and assist chef in cooking;
- Handle kitchen inventories, clean kitchen wares, stoves and the kitchen;
- Work generally in hotels, restaurants, fast food shops or canteens.

Qualifications:

- Basically no academic requirement;
- Able to use kitchen wares;

- Capable of manual work.

Points to note in taking up employment:

- Employees should pay attention to personal hygiene and process food according to procedures laid down by supervisors;
- Employees generally have to prepare food inside a kitchen where it is hot and with a lot of oily fume. They may also have to work standing up and transfer food in narrow and slippery kitchen corridors;
- Employees are required to handle sharp tools and cooking stoves with caution, wear water-proof and anti-skid shoes (such as rubber boots) and do not wear shoes made of fabrics or slippery sneakers;
- Employees should adopt correct posture in lifting heavy items in order to avoid injury.

### **Waiter**

Job description:

- Attend to customers, introduce services, take orders, clean tables, set tables and refill condiments;
- Arrange cleaning in case of food spilling;
- Generally work in hotels, restaurants, fast food shops or canteens.

Qualifications:

- Form 3 or above with good command of Chinese and English; knowledge of Putonghua or other languages is preferred;
- Possess fundamental computer knowledge for handling orders and bills with computer.

Points to note in taking up employment:

- As waiters have to attend to customers, answer enquiries and assist in serving food, they should be polite and demonstrate good attitude in customer service.

### **General points to note in taking up jobs in catering industry:**

- \* Employees engaged in catering industry should pay attention to personal hygiene especially when they are handling food, tableware and condiments;
- \* Work is fast-paced and busy, especially during breakfast, lunch, and supper hours;
- \* Employees may be required to work in shifts or in early mornings, at nights, on weekends, Sundays and holidays;
- \* Employees may be required to wear a uniform;
- \* Employees shall pay attention to service quality. They should be customer-oriented and provide high-quality services to the satisfaction of customers.

### **Manufacturing industry**

### **Assembler / packer**

#### Job description:

- Assemblers are required to put various together parts or subassemblies according to the specified production procedures to produce finished products;
- Packers are required to properly pack finished products with plastic bags or cartons. They may need to handle products of different quantities, types, styles, colors and sizes;
- Generally work in factories of electronic products, textiles , garments, toys, household articles, plastics, metal products or processed food.

#### Qualifications:

- Basically there is no academic requirement but employees should be able to understand simple Chinese and English;
- Possess knowledge in basic arithmetic and simple measurements; ability to distinguish colors, sizes as well as products of different kinds.

#### Points to note in taking up employment:

- The work is repetitive and employees are required to work standing up or in a sedentary position for long hours;
- Some factories may have confined spaces;
- Employees may be required to operate machines or assist in manhandling goods. They should pay attention to work safety while operating machines;
- Employees should adopt proper posture in lifting heavy articles to avoid injury;
- The work is fast-paced to suit tight production process;
- Employees may be required to work overtime when there is a high demand for production outputs.

### **Warehouse keeper / General worker**

#### Job description:

- Arrange, check, accept, take over, distribute, manhandle goods in the warehouse and prepare related records;
- Assist in daily operation of the factories, such as handling raw materials and tools for production, encasing finished products, loading and unloading trucks, and general cleaning.

#### Qualifications:

- Warehouse keepers are required to have junior middle school level or above, possess general knowledge of arithmetic calculation; some employers may require job applicants to have knowledge of computer operation so as to record inventory with computer system;
- There is basically no academic requirement for general workers but they should be able to

accommodate a great deal of physical work; some employers may require job applicants to operate forklift or other similar tools;

- Able to understand simple Chinese and English, capable of checking quantities and measurements, distinguishing colors and sizes as well as identifying different types of goods.

Points to note in taking up employment:

- Some warehouses and factories may have confined spaces;
- Employees should pay attention to work safety while operating machines;
- Proper posture should be adopted in lifting heavy articles to avoid injury;
- Employees should handle different goods with appropriate methods. For example, pay attention to hygiene when handling food; handle fragile goods (such as glass products) with care;
- Employees may be required to work in cold storage warehouses when handling food or perishable goods;
- Many retail stores, convenience stores, supermarkets and department stores may hire warehouse keepers to assist in arranging inventories, restocking and displaying goods on shelves.

## **Printing industry**

### **Pressman**

Job description:

- Operate various printing machines, complete the processes of printing, bookbinding and packing, etc;
- Assist in the operation of printing house, such as loading and unloading paper, manhandling finished products, cleaning and other physical work.

Qualifications:

- Primary or junior middle school level; able to understand simple Chinese and English, ability to do basic arithmetic calculations;
- Ability to distinguish lines, color, and designs of the prints. Those who have received related training are preferred.

Points to note in taking up employment:

- Some printing houses may have confined spaces or irritating odors;
- Employees should pay attention to work safety while operating machines;
- Physical work, such as loading and unloading paper, manhandling prints, are involved. Employees should adopt correct posture in manual lifting to avoid injury;
- Employees should handle ink carefully during printing, do not dirty finished prints;
- Employees should check the quality of prints and clean printing tools when the work is done.

## **Logistics industry**

### **Courier**

Job description:

- Deliver and collect documents, parcels, and goods samples;
- Responsible for handling cash and assisting customers to go through business procedures (e.g. customs clearance) where necessary.

Qualifications:

- Primary or junior middle school level;
- Capable of reading Chinese and English addresses, doing arithmetic calculation and using road maps;
- Familiar with names and locations of main streets and major buildings of different district.

Points to note in taking up employment:

- Employees are required to work outdoor in different weathers; often required to walk, climb up and down stairs and take public transportation independently;
- Employees should bring along tissue or towel, beverage, rain gear, changes or Octopus card and road map;
- Employees are required to work independently in different districts, work in a fast-paced manner, and often required to deliver or collect various documents to and from different locations within specified hours;
- Employees should pay attention to traffic and watch out when crossing roads;
- Employees should not change, delay or cancel assignments without authorization;
- Employees should have strong adaptability and problem-solving skills to handle emergencies (such as sudden change of delivery routes or calling for company's vehicle to collect heavy articles upon the request of customer). They should telephone supervisor for assistance in cases of doubt;
- Employees should ensure documents are properly delivered to addressees and payments are properly settled before leaving. They should keep bills carefully and submit them to the company as soon as possible;
- Employees should lift heavy articles in correct posture to avoid injury;
- Employees should safe keep documents and parcels that are to be delivered. Extra attention should be paid to expensive articles, money or important documents;
- Employees should record transportation fees and routes clearly and submit the records to supervisors on time;
- Employees should safe keep the pager or mobile phone provided by the company and not to use it for personal purposes;
- Employees may be required to wear a uniform.

## **Delivery worker/ labourer**

Job description:

- Move various goods in or out of warehouses, load or unload trucks, check and accept goods and store them appropriately;
- Assist in packing and encasing of goods;
- Work in factories, warehouses or transportation companies of various trades.

Qualifications:

- Basically no academic requirements is required; employees should be able to understand simple Chinese and English and do basic arithmetic calculation;
- Employees should be able to read road map; familiar with names and locations of main streets and major buildings in various district;
- Employees should be capable of handling physical work.

Points to note in taking up employment:

- Work mostly in warehouses with confined spaces and outdoors under different weather conditions;
- Employees should adopt correct posture in lifting heavy articles to avoid injury;
- Employees should be capable of handling a great deal of physical work;
- Check the quantity of goods clearly while accepting goods and ensure that related receipts and documents are properly handled;
- Handle different goods using different methods. For example, pay attention to hygiene when handling food; handle fragile goods (such as glass products) with care.

## **Search for occupational information**

You can utilize the following channels to collect occupational information so as to learn more about the position and trade you are applying for:

Short videos available on websites of the Labour Department and related governmental departments

- Youth E-Start  
[http://www.e-start.gov.hk/v3/tc/media/trvid\\_index.htm](http://www.e-start.gov.hk/v3/tc/media/trvid_index.htm)
- Career Kleidoscope  
<http://www.youth.gov.hk/tc/gov-job/index.htm>

Webpages and annual reports of major organizations

- If the organization you are applying for is of considerable size, you can view their webpages or annual reports to learn more about their business, products, and other information.

Other means

- Consult insiders or those who are experienced;
- Pay attention to reports in newspapers and magazines;
- Consult professional societies and groups.



## **Ways to collect vacancies information**

By making proper use of various job-searching channels, you can increase your chance of success. You can collect vacancies information through the following means:

### **Employment services provided by the Labour Department**

#### **Employment Services Division**

- Provides free employment services to general job-seekers.

#### **Interactive Employment Service Website and Job Centres**

- Job-seekers can view the vacancy information posted at the Employment Services Division through the Interactive Employment Service website (<http://www.jobs.gov.hk>). If the recruiting company accepts on-line application, job-seekers can use the function of on-line application on the Interactive Employment Service website to apply;
- Job-seekers can visit Job Centres in person and look for vacancy information through job vacancy cards displayed at Job Centres or the Vacancy Search Terminals installed at the Centres;
- Most job vacancies displayed at the Employment Services Division have disclosed the contact means of employers. Job-seekers can make job applications direct;
- Job-seekers can make use of the resource corners, telephones, fax machines, computers with Internet functions, printers, etc. in the Job Centres for free;
- Employment Services Division has also installed the Vacancy Search Terminals at other places (such as Public Enquiry Service Centres of the Home Affairs Department) to facilitate job-seekers to look for vacancy information;

#### **Telephone Employment Service**

- Registered job-seekers who wish to apply for posts in the private sector may call the Telephone Employment Service Hotline at 29690888;
- Employment Consultants will contact the concerned employers and arrange referral service;
- Unregistered job-seekers can register in person at any Job Centres or online through Interactive Employment Service website (refer to Annex I for addresses and telephone numbers of Job Centres of the Employment Services Division of the Labour Department).

#### **Selective Placement Division**

- Provides free open employment services to people with disabilities;
- Service targets: people with disabilities who are suitable for open employment, including people who are visually impaired, hearing impaired, physically impaired, chronically ill, autistic, intellectually disabled, ex-mentally ill as well as people with specific learning difficulties and attention deficit / hyperactivity disorder;

- Tailor-made and personalised employment service;
- Provides the latest information on the labour market to job-seekers;
- Through employment counselling and guidance, the Employment Consultants help job-seekers understand their work abilities so that they could search for suitable jobs in line with the requirements of the labour market.

#### Job matching and referral

- Employment Consultants will match the requirements of job vacancies against the working abilities of job-seekers and refer suitable candidates to employer for job interview.
- Where employers and employees with disabilities need to apply for employment aiding facilities and rehab bus service, Employment Consultants will provide appropriate assistance or make referral.

#### Follow-up service

- When job-seekers with disabilities are hired by employers, Employment Consultants will keep in contact with them and provide assistance at any time to ensure a harmonious relationship between the employer and employee.

#### “Employment Resources Corner”

Employment Resources Corners (ERCs) are set up at three regional offices of Selective Placement Division to provide useful employment-related information for job seekers with disabilities. With reference to such information, job seekers with disabilities can equip themselves with knowledge of the employment market and strengthen their job search skills. At our ERCs, job seekers with disabilities may:

1. Read reference materials about career development and job hunting.
2. Watch audio visual materials about interview skills and successful employment stories of persons with disabilities to improve their performance at job interviews and obtain more employment-related knowledge.
3. Use computer facilities to practise word processing and common office softwares, to conduct typing test, and to view online employment-related information.
4. Search for suitable vacancies handily via "Vacancy Search Terminals".
5. Read job advertisements on newspapers.
6. Make use of computer facilities to prepare and print job application letters or resumes; and submit

applications via email, facsimile machine or contact the employers direct using the telephone.

Screen enlargement and voice synthesizer softwares are installed in the computers at ERCs to facilitate users in need.

### **Rehabilitation agencies**

- Provide vocational skill training, vocational counselling and job referral services to jobs-seekers with different categories of disabilities;
- For some agencies, only registered members can enjoy relevant services.

### **Recruitment advertisements**

- Job vacancies of private and public organizations are published in different forms of advertisements
  - ⊙ Newspapers, magazines, websites or radio stations;
  - ⊙ Roadside posters or job vacancy poster boards: for example, roadside posters are usually used by factories, fast food restaurants, supermarkets and fashion stores.

### **Private employment agencies**

- Provide job referral service for job-seekers;
- In general, this kind of service comes with related charges, but some of them may waive the charges of job-seekers;
- According to the *Employment Agency Regulations*, the maximum commission that an employment agency may receive from a job-seeker should not exceed 10% of the first month's wages received by the job-seeker after he/she has secured a job;
- You may contact the Employment Agencies Administration of the Labour Department for enquiries. For details, refer to Annex I.

### **Job vacancies on the Internet**

"Interactive Employment Service" of Labour Department - <http://www.jobs.gov.hk>

- 24-hour free employment service
- Services provided include:
  - ⊙ Online registration
  - ⊙ Job vacancy search
  - ⊙ Online display of resume on the website for employers' browsing
  - ⊙ Information Gallery

”Interactive Selective Placement Service” of Labour Department - <http://www.jobs.gov.hk/isps>

- 24-hour free employment service
- Services provided include:
  - ⊙ Online registration
  - ⊙ Job vacancy search
  - ⊙ Create resume
  - ⊙ Useful information

The website of Civil Service Bureau - <http://www.csb.gov.hk/>

- Provides information about government job vacancies;
- Job-seekers can download application forms for various government posts.

Other job search websites

- Provides search systems that enable job-seekers to find appropriate job vacancies based on their own requirements and qualifications;
- Provides “Resume Delivery Service”, which enables job-seekers to deliver their resumes to employers promptly and directly;
- Provides information related to further study, management, office tips, and job search skills.

Websites of various organizations:

- Introduce organizational structure and business scope of the company, and information of relevant industries;
- Announce news and the latest developments of the company;
- Display job vacancies and contact information.

Gentle Reminder:

- \* For some websites, only members can enjoy relevant services;
- \* Pay attention to the charging standards and terms of usage of these websites;
- \* According to the *Employment Agency Regulations*, the maximum commission that an employment agency may receive from a job-seeker should not exceed 10% of the first month’s wages received by the job-seeker;
- \* Pay attention to the adequacy of security measures of the websites, do not readily produce any personal information, such as identity card numbers, credit card details, etc.

## **Other methods**

Job Fairs

- Organizations publicize job vacancy information, introduce company’s business, industry prospect and other relevant issues through job fairs;

- Company staff would distribute informative materials and answer questions raised by job-seekers;
- The Labour Department, in collaboration with various companies, organizes job fairs every year

#### Recruitment Day

- Some companies may organize a “Recruitment Day” for recruiting employees;
- Mostly, this method is adopted by retail outlets or catering business;
- Particulars of the Recruitment Day, such as dates, qualifications, documents required, etc., are usually published on newspapers or posted outside the company’s premises;
- Job-seekers may make appointments with employers or visit the company on Recruitment Day, bringing along with their resumes, working certificates, academic qualifications, and relevant documents, to apply for job vacancies.

#### Self-recommendation

Self-recommendation is a way for job-seekers to take the initiative to obtain an interview from a company. Self-recommendation is very common in banking, advertising, hospitality and catering industries.

#### Preparation

- Acquaint yourself with your own interests, specialties and professional knowledge;
- Know the industry well;
- Collect all information related to the post and the company that you are applying for.

#### Points to note in preparing a self-recommendation letter

- Send the letter directly to the person-in-charge of the department;
- The content of the letter shall be concrete and concise, and specify personal strengths and confidence;
- Grasp the opportunity of self-recommendation which may help you stand out from the other applicants and pose a good first impression on your potential employer.

#### Recommendation through family members or friends

- Many companies will announce job openings internally and encourage existing employees to recommend appropriate persons to fill the vacancies. You can seek job referral assistance from your family members or friends;
- If you get a job through personal recommendation, the person-in-charge will usually have a higher expectation of you. Therefore, you must work harder to avoid ruining the reputation of the one who recommended you.

## **Be Aware of Employment Traps**

Some bad elements take advantage of job-seekers' eagerness to find jobs and cheat them money or other benefits. As their tricks come in different forms, job-seekers should always stay alert and be cautious about searching for jobs so as to avoid these traps and personal losses. Some methods and tips for detecting employment traps are listed below for your reference:

### Be realistic and sensible

- Be pragmatic when you search for jobs. Do not believe in job advertisements requiring barely any experience or qualifications but offering a good sum of money. You should have general knowledge about the company background, scope of duties and the trade or industry concerned;
- Do not care too much about job titles as they may not reflect relevant duties sometimes; different companies give different titles to similar posts.

### Examine the contract terms and additional conditions

- Read all the terms carefully, including those stipulated in the staff handbooks, etc. If there are terms that you are not clear or are unfavourable to you, you can ask the company to explain or revise;
- You can request taking away the contract for study with family members, friends or Employment Consultants before signing it.

### Identify traces of employment traps

#### During job search

- Is there any misleading or confusing element in the advertisement?
- Does the application form you fill in only require some simple information while no interview is required?
- Is the interview not serious enough?
- Are the salary offered and the job requirements realistic and commensurate with the market level?

#### After getting the job

- Is the job the same as described in the advertisement or interview?
- Does the employer persuade you to change to transfer to investment posts or to buy their goods in order to join their sales business?
- Are the requirements raised by the employer unreasonable or even illegal?
- If the job is related to marketing, does it involve pyramid selling? How is the commission calculated? Are the prices and qualities of the products reasonable?

### Do not make payments or produce important documents readily

- Ask for the reasons if you are required to pay fees, and get the receipt;
- Do not readily produce important documents such as your Identity Card, credit cards, cash cards or

cheques, etc.

Do not sign documents readily

- Do not sign any contract or authorization such as bank authorization if you are in doubt.

Seeking assistance

- If you have any doubts, consult your family or friends for advice.
- You can seek advice or assistance from related bodies such as the Police or the Labour Department.

## **Job Application**

### **How to apply for a post:**

- After completing job application forms, application letters and resumes as requested by employers, you shall deliver them to the designated persons by e-mail, online platform, post or in person.
- Call the employer to apply for relevant posts.
- Participate in the Recruitment Day event or apply for the post at the designated venues.

### **How to complete job application forms**

When completing job application forms, you should pay attention to the following aspects:

- Use black or blue ball pen;
- Write legibly in block letters;
- Before filling in the information, read the form and relevant instructions carefully;
- Prepare a draft of the information to be filled in to avoid too many revisions upon actual completion of the form;
- Attach additional sheets if the space provided is insufficient, and “see additional sheets” shall be indicated in relevant column;
- “Not applicable” shall be indicated for items that are inapplicable to show that you did not skip the items accidentally;
- Check all given information carefully to avoid errors and omissions;
- Sign the form personally;
- Keep copies as reference for interview in future.

### **How to write job application letters and resumes**

- The person responsible for recruitment will receive a lot of application letters and resumes every day, but only a small portion of applicants are selected for interviews;
- A well-written application letter will give a good impression, which can increase the chance for an interview.

### **Appearance**

- Use clean white paper and envelope, and print them with typewriter or printer;
- If the employer requires hand-written application letter, you shall write it out on white paper carefully;
- Use of correction fluid or eraser shall be avoided. Make a new printout in case of typos and omissions.

### **Content**



- Concise and to-the-point; avoid long sentences and paragraphs;
- Confined to one to two pages;
- Tailor-made for the organization and the post;
- Specify your strengths and qualifications which meet the requirements of the post;
- Pay attention to grammar and watch out for typos or wrong words;
- Check carefully before sending out, and keep a copy for reference;

A sample job application letter in English

Flat 1234, Fok Lok Mansion  
300 Fok Lok Road  
Kowloon  
3 May 20XX

Mr. David LEE  
The Personnel Manager  
ABC Company  
GPO Box 1234  
Hong Kong

Dear Mr. Lee,

Application for the Post of Clerk

I write in response to your advertisement in yesterday's Hong Kong Morning Post inviting applications for the post of clerk in your accounts department.

I have completed my secondary school education at Novel Secondary School in May 2008 with six passes in the Hong Kong Certificate of Education Examination. I have also completed a course in book-keeping and acquired a certificate in Intermediate Book-keeping issued by the London Chamber of Commerce. With interest in the field of commerce, especially in accounting work, I would like to pursue my career in this direction.

I enclose a resume with details of my personal particulars. I should be very grateful if you could grant me an interview so that I can explain my qualifications more fully.

Yours sincerely,

Signature  
(CHAN Siu-lin, Jane)

Encl.

**Note (1) Address of the applicant**

**Note (2) Date**

**Note (3) The following sequence shall be followed:**

\* Name and title of the officer-in-charge, name of the company and its address.

**Note (4) Title**

\* Surname of the officer-in-charge, such as Mr. Lee.

**Note (5) Heading**

\* List the post that you are applying for.

**Note (6) The first paragraph**

\* List the post that you are applying for;  
\* State how you know about the job vacancy;  
\* If it is a self-recommendation letter, you shall mention the post or the scope of work you are interested to apply for, and state the reasons for self-recommendation.

**Note (7) Content**

\* List academic qualifications and working experience;  
\* State that you are the most suitable candidate for the post.

**Note (8) The last paragraph**

\* State that you are eager to get a chance for interview.

**Note (9) Complimentary close**

\* Use honorific “Yours sincerely” if you are writing to the officer-in-charge, otherwise, use “Yours faithfully”;

\* Sign the letter after the honorific;  
\* Name shall be added under the signature.

**Note (10) Annex**

\* Resume and copies of certificates shall be attached to the letter.

A sample job application letter in Chinese

香港中環花園道 30 號  
花園有限公司  
人事部經理  
張小華女士

張女士：

應徵出入口文員

本人從香江日報五月八日的廣告得悉 貴公司  
招聘出入口文員，故特專函應徵。

本人去年在香港中學畢業，繼在九龍商科學院  
修讀商業信札、打字及出入口實務，並剛於本年二  
月完成有關課程。本人一向對商業實務有濃厚興  
趣，倘若有機會加入貴 公司的行列，定必盡力工作。

隨函附上履歷表及學歷證件副本，懇請 閱  
覽，並希賜予面試機會。

應徵者陳大強謹上

二零 XX 年五月九日

附件： 一、履歷表  
二、中學會考證書副本  
三、商科畢業證書副本

**Note (1) The following sequence shall be followed:**

\* Address of the company, name of the company, title and name of the officer-in-charge. (note: the sequence is opposite to that of the application letter in English)

**Note (2) Title**

**Note (3) Heading**

**Note (4) Content is similar to the application letter in English**

Note:

\* “本人” or “我” may be used to address yourself;

\* ”貴公司” or ” 貴機構” may be used to address the employer.

**Note (5) Signature and name of the sender**

\* 「應徵者」, 「求職者」 or 「申請人」 may be used.

**Note (6) Date**

\* should be written after the name of the sender.

**Note (7) Annex**

Resume is the key to letting your employer know you and also a good way to introduce yourself. When preparing the resume, attention shall be paid to the following:

- Confined to one to two pages;
- The expression shall be clear, simple, and direct. Information provided shall be true and useful. Do not provide exaggerated or false information;
- Put down information relevant to what is mentioned in the application letter;
- Every resume shall be tailor-made to highlight the working experience and skills relevant and vital to the post you applied for; (If you have no working experience, academic qualifications and trainings received shall be highlighted.)
- The content shall include:
  - ⊙ Personal information (e.g. name, address, means of contact)
  - ⊙ Academic and professional qualifications
  - ⊙ Working experiences (full time or part-time, especially if they are relevant to the job that you are applying for)
  - ⊙ Skills, such as computer knowledge and linguistic capabilities
- List qualifications in consistent chronological sequence;
- Information (e.g. date) and typos shall be checked carefully;
- Neat and orderly arrangement;
- Use point form and headings;
- Typewriter or printer shall be used for editing and printing as far as possible.

Resume in English

**Resume**

Name: CHAN Siu-lin Jane (陳少蓮)  
Address: Flat 1234, Fok Lok Mansion  
300 Fok Lok Road, Kowloon  
Tel. No.: 2312 3456 / 9123 4567  
Email Address: janechan@xxxxx.com.hk

**School Attended**

2008-2009: Marvel Commercial College (Business Course)  
2003-2008: Novel Secondary School (Form 1 to Form 5)

**Educational Qualifications**

2009: Certificate in Intermediate Book-keeping  
London Chamber of Commerce  
2008: Hong Kong Certificate of Education Examination  
Chinese Language (D) Biology (C)  
English Language (Syllabus B) (E)  
Geography (D) Mathematics (C)  
History (C)

**Working Experience**

Jul-Aug 2008: Hong Kong Co. Ltd. - Receptionist/Typist  
Duties involved:  
\* handling telephone calls;  
\* typing invoices and letters; and  
\* distributing incoming and outgoing mail

**Extra-curricular Activities:**

- \* School basketball team captain
- \* Hong Kong Red Cross cadet
- \* Student union committee member

**Other Skills:** English typing speed 40 w.p.m.  
MS Word, Excel, Powerpoint  
Fluent Cantonese, English and Mandarin

**Availability:** Immediate

**Reference:** Available upon request

**Note (1) Personal information**

**Note (2) Academic qualifications and working experience**

\* List in chronological sequence (start with the most recent information).

**Note (3) Major duties of previous employment**

**Note (4) Extra-curricular activities**

\* Give employer a more comprehensive understanding of your personality and abilities.

**Note (5) Skills**

\* List skills that are relevant to the application.

**Note (6) Reference**

\* List two or three referees (e.g. teachers, friends or former employers);  
\* Obtain consent before naming him or her as a referee.

Resume in Chinese

履歷表

姓名: 陳少蓮 (CHAN Siu-lin, Jane)  
地址: 九龍福樂道 300 號 福樂樓 1234 室  
電話號碼: 2312 3456 / 0123 4567  
電郵地址: janechan@xxxxx.com.hk

學歷

2008-2009: 九龍商科學院 (商業實務課程)

2003-2008: 香港中學 (中一至中五)

考試成績

2009: 倫敦商會試初級簿記證書

2008: 香港中學會考

中國語文 (D)                      生物                      (C)

英國語文(課程乙) (E)          地理                      (D)

數學 (C)                              歷史                      (C)

工作經驗

2008 年 7 月至 8 月: 香港有限公司 - 打字/接待員

職務包括:

- 處理公司的出入電話
- 處理發票及書信打字事務
- 分發來往書信

課外活動: 學校籃球隊隊長  
香港紅十字會少年團團員  
學生會幹事

其他技能: 英文打字每分鐘 40 字  
MS Word, Excel, Powerpoint  
操流利廣東話、英語及普通話

上工日期: 可立即上工  
諮詢人: 因應要求奉上

**Note (1) Personal information**

**Note (2) Academic qualifications and working experience**

\* List in chronological sequence (start with the most recent information).

**Note (3) Major duties of previous employment**

**Note (4) Extra-curricular activities**

\* Give employer a more comprehensive understanding of your personality and abilities.

**Note (5) Skills**

\* List skills that are relevant to the application.

**Note (6) Reference**

\* List two or three referees (e.g. teachers, friends or former employers);




\* Obtain consent before naming him or her as a referee.

If you are unable to find any references before sending the application, you may state “References: available upon request” on the resume. Then you should continue to look for references after sending the application.








## **How to find a job by telephone**

Some employers require job-seekers to call them directly to apply for jobs. Skills of telephone job search are listed as follows:

### **Preparation before calling the employer**

-  Well aware of your purpose;
  - Wish to get the name of the employer and the address of the company so that job application letter can be sent later?
  - Enquire details of vacancies?
  - Request for an interview opportunity?
-  Use pen and paper to jot down simple notes, e.g. content of the telephone conversation or other information;
-  Choose a quiet location to make the call to prevent interruptions.

### **When calling the employer**

-  Briefly introduce yourself and explain the purpose of calling;
-  State clearly the post you want to apply for and the source of vacancy information;
-  Express that you are interested in joining the company and ask for an interview;
-  Highlight your strengths or contributions that you can make for the company;
-  Be polite and confident. Do not be nervous;
-  Jot down details (such as date, time, place, contact person and his/her job title) carefully if you are granted an interview;
-  Stay on the line and let the potential employer hang up first.

### **Basic coping skills**

Look for the relevant person-in-charge:

(If relevant names can be found in the job advertisement)

“Good morning/Hello, may I speak to Mr./Miss (name of staff), please?”

(If relevant names cannot be found in the advertisement)

“Good morning/Hello, I would like to know if your company is recruiting a (title of the post)? May I speak to the person-in-charge, please?”

Person-in-charge is out:

“I would like to enquire about the details of the post of (title of the post). Is there another person-in-charge?”

“Could you tell me when I should call back to Mr./Miss (name of staff)?”

Self-learning Kit for People with Disabilities  
– Key of Success to Open Employment (4<sup>th</sup> Edition)

Make application:

“My name is \_\_\_\_\_, I would like to apply for the post of (title of the post). Could you tell me about the application procedure?”

(if the vacancy has been filled)

“That’s okay. May I fax or mail my resume to you so that you can contact me when there is a vacancy again?”



## **Attending Interviews**

If you have preliminarily met the requirements of the company and the post, you will be invited to attend an interview. You should have adequate preparation in order to perform well in the interview.

### **What is an interview?**

- Job-seekers would show-off to the potential employers and “sell” himself/herself for employment.
- During interviews, employers will know your:

Personality	Academic qualifications	Skills
Working experience	Strengths	Merits
Knowledge of the job you applied for and the industry		Interpersonal skills

- Employers would observe and assess whether the candidate is competent and sincere in taking up the job and whether he/she is the right person to be employed.
- During interviews, you can:
  - ⊙ acquire information on the job duties and the requirements of the employer;
  - ⊙ understand the working environment and conditions;
  - ⊙ assess how best the job meets your expectation and whether you are competent to take up the job.
- The interviewers are mostly the employer, the person-in-charge of relevant departments or staff from the human resources department;
- Most interviews are finished within the same day. But some may involve several rounds of examinations.

### **Formats of interview**

#### Individual interview:

- ⊙ Interviewee has to answer questions raised by one or more interviewers.

#### Group interview:

- ⊙ Several interviewees will be asked to discuss on some topics;
- ⊙ Interviewees may need to answer interviewers’ questions in turn;
- ⊙ The questions may be mainly concerned with current affairs. Potential employers aim at assessing candidates’ analytical ability, leadership and ability to respond to changes.

Trade test:

- ⊙ Chinese and English written test (e.g. article writing, case analysis, etc.)
- ⊙ Oral test (e.g. Cantonese, English, Mandarin, etc.)
- ⊙ Mathematics test
- ⊙ Chinese and English typing
- ⊙ Test on computer operation
- ⊙ Test on tools and machine operation
- ⊙ Road map reading skill test
- ⊙ Test on physical ability
- ⊙ Perform some work procedures of the post you applied for

**Preparation before an interview**

- Understand the background information about the post and the organization;
- Have an overview of the industry, e.g. relevant ordinances and prospects, etc.;
- Practise the skills that are relevant to the post you applied for (e.g. typing, computer software application, etc.);
- Prepare answers to popular questions to be asked during the interview, and practise more;
- Find out the traffic condition of the place of interview beforehand;
- Prepare documents like academic qualifications and working certification and put them orderly into a briefcase or a document folder;
- Review the information given in the application letter and resume to avoid inconsistencies;
- Pay attention to current affairs and hot topics;
- Prepare some questions about the post and the employer's organization and raise them to the interviewers before the end of the interview;
- Go to bed early the night before the interview;
- You can invite family member, friend or Employment Consultant to accompany you to the interview, but only one person at most.

**Items to bring for an interview**

Checklist

- Identity card
- Documents of academic qualifications, both original and copies (e.g. certificates of graduation and record of achievement)
- Proof of working experience, both original and copies (e.g. reference letter, resignation letter)
- Resume, both original and copies, or completed job application form
- Several passport photos

- Interview notice
- Address and telephone or fax number of employer
- Telephone or fax number of Employment Consultant
- Name and contact information of guardians or referees

#### Personal items

- At least two blue or black ballpoint pens
- Correction fluid/tape
- Paper or memo pad
- Watch
- Road map
- Change, Octopus card and money
- Mobile phone or pager
- Comb and mirror
- Tissue or handkerchief

### **Appearance and attire**

#### Proper appearance

- Appearance, hair and finger nails should be clean and tidy;
- Hairstyle should be neat, natural, and appropriate for the nature of the job and requirements of the organization;
- Accessories should be simple. Do not wear exaggerated or excessive accessories;
- Men should shave their face properly;
- If necessary, women could put on a little lipstick or make-up. Do not wear heavy make-up.

#### Proper attire

- Outfits should be neat and tidy, simple and poised. Do not wear anything eccentric or shabby;
- It is unnecessary to make purchases for every interview. Neat and tidy outfits are good enough;
- Do not wear slippers;
- Attire should commensurate with the nature of the job: decent and proper? easy and casual?
- Outfits and accessories (tops, trousers, skirts, shoes and handbag or briefcase) should be appropriate;
- Documents and personal belongings should be put orderly in your pocket, handbag or briefcase.

## **On the day of interview**

### Before leaving home

- Groom and tidy your appearance and attire;
- Pay attention to the traffic and weather report, then plan the route and mode of transportation;
- Confirm that all the items to be brought have been put into your briefcase or a document folder;
- Do not bring things irrelevant to the interview, such as newspaper and magazine;
- Allow ample time for taking breakfast or lunch. Do not go with an empty stomach for you may have to wait before the interview;
- Arrive 15 minutes before the scheduled time.

### Upon arriving at the location of interview

- Groom and tidy your appearance and attire before entering the company;
- Report to the receptionist or staff concerned;
- Switch off your mobile phone, pager or watch with an alarm function;
- Fill in the job application form carefully with reference to the resume that you have prepared in advance.

### While waiting

- Wait patiently and confirm that the information filled in the application form is correct and complete;
- Do not wander away, touch the staff's belongings or use the telephone without permission;
- Wait quietly and do not converse with the staff or interrupt their work;
- Do not handle your personal affairs as far as possible;
- If you have to excuse yourself, inform the staff concerned and return as soon as possible.

## **Attitude and performance during the interview**

### Attitude

- Knock on the door before entering the interview room;
- Greet the interviewer(s) politely and say “good morning”, “good afternoon” or “hello”;
- Address the interviewer(s) “Mister”, “Miss” or “Madam”. Do not call his/her/their name(s);
- If the interviewer takes the initiative to shake your hands, shake his/her hands with appropriate strength;
- Walk confidently and naturally at a moderate pace;
- Take your seat politely when offered by the interviewer;
- Sit bolt upright and do not appear to be sluggish;
- If you are being offered a drink, accept it politely and say “thank you”;
- Mind your drinking manners and do not spill or make any noise;

- Act naturally and do not peek around;
- Be sincere and polite and not too modest or humble;
- Thank the interviewer and say “goodbye” before leaving.

### Conversational manners

- Keep composed and smiling;
- Express yourself with confidence. Do not boast about yourself;
- Put your hands beside your body or on your lap;
- Avoid affectations or unconscious behaviour, such as playing with fingers, chewing gum, crossing legs, stroking hair, covering your mouth or resting your chin in your hands while talking, etc.;
- Maintain appropriate eye contact with the interviewer. If there are more than one interviewer, maintain moderate eye contact with every interviewer;
- Make suitable responses to the interviewer, such as nodding and smiling where appropriate in order to express your agreement or understanding.

### Points to note:

- \* Prepare copies of important documents in advance for the prospective employer’s record;
- \* After presenting the originals of your important documents, put them back securely;
- \* Write down the names and means of contacts of the prospective employer or the person-in-charge so that you may follow up later;
- \* If a fee is to be charged, clarify the purpose of charging and request for a receipt.

## **Contingency Plans**

Sitting for an interview is a vital part of your job searching, and you may come across many unexpected happenings during the interview. Thus, you have to get fully prepared and make proper and flexible responses.

### Contingency plans for bad weather

Before leaving:

- Pay attention to the weather report. If Black Rainstorm Signal or Typhoon Signal No. 8 or above will be hoisted, call the company immediately to confirm whether the interview will still be on schedule;
- If you are unable to reach the prospective employer, show your sincerity by leaving a telephone message or call again the following day, and postpone the appointment for the interview;
- If it rains heavily, you should be fully prepared before setting out for the interview (for example put your certificates and documents in waterproof binders or plastic bags to prevent them from getting wet). Bring rainwear (for example umbrella, raincoat, or windbreaker, etc);
- Set out early envisaging traffic congestions;
- Arrive early to get yourself well prepared, for example groom your appearance and tidy your outfits.

Already on the way:

- If your outfits are a little wet, dry them up using a hand dryer in the washroom of a nearby shopping mall;
- If your outfits are too wet, consider buying new ones to change;
- If your outfits are wet but you are unable to get changed, explain and apologise to the interviewer.

#### Contingency plans for traffic congestions

- Plan different routes ahead and estimate the time required for each route. Act flexibly if you encounter traffic congestions;
- If you are unfamiliar with the location or traffic condition of the place of interview, visit in advance and check out the surroundings;
- Choose a means of transport which is more punctual and easier to estimate the time required for commuting;
- Bring your Octopus card and sufficient cash and changes.

#### Contingency plans for medical/physical discomforts

- As your performance may be affected by your medical/physical conditions, take appropriate contingency measures accordingly.

Severe illness: Relate to the prospective employer or person-in-charge and request for postponing the appointment for the interview.

Mild illness: Visit a doctor or take medication as soon as possible. Apologise during the interview to show your manners. Relate to the person-in-charge and request for postponing the appointment for the interview as far as possible;

- Sometimes your discomfort may be caused by being too nervous. Try to relax.

#### Contingency plans for the appointment missed or delayed by the interviewer

- In most cases, the interviewers are key officials of the company who may miss or delay the appointment in view of their alternative official commitment;
- Remain polite and patient, although it may be a misfortune on the part of the company;
- While waiting, review the information you gathered on the company or the position you are applying for;
- Request the receptionist politely to confirm the interview arrangement. Do not leave without a good cause.

#### Contingency plans for mishaps due to impetuosity

- If you miss the interview because you have gone to the wrong place or have mistaken the time, apologise to the company over phone immediately, and try to go to the appointed place as soon as possible;
- Call the company to enquire about the most direct way to get there;
- Do not tell lies or make excuses, lest you will appear unreliable;
- If you are not familiar with the appointed place, bring a map for routes checking;

- If you are not certain about the appointed place or time, call the company in advance to reconfirm;
- If you cannot make the interview, apologise to the person-in-charge and request for postponing the appointment for the interview.

### Principles of Response

- \* Bring a mobile as far as possible, so that you can contact the company or persons concerned for help;
- \* Stay composed and respond flexibly when facing difficulties;
- \* Remain polite even in emergency;

## **Questions frequently asked during an interview and tips for answering**

### Personal background

1. Please introduce yourself.
  - May include your name, academic qualifications, work experiences, job skills and interests, etc.;
  - Provide information relevant to the job;
  - May prepare a short brief in advance.
2. What are your strengths?
  - Give a brief account of your job-related merits, such as punctuality, diligence, sense of responsibility, eagerness to learn, etc.;
  - Focus on your job-specific experiences and skills possessed;
  - Take the opportunity to exert yourself, but do not exaggerate or fabricate any information;
3. What are your weaknesses?
  - Mention just one or two weaknesses with lesser adverse effect or bears less relevance to the job, and the measures you have taken to improve, for example “I do not have the relevant work experience, but I am eager to learn on the job.”.
4. What are your hobbies and interests?
  - Elaborate on the interests that can demonstrate your merits and achievements; for example music, sports, social services, reading, etc..

### Academic qualifications and job skills

1. Please tell me your educational background/academic qualifications.
  - Start from the most recent studies, and list out every institute, course/class and graduation year in chronological order;
  - Give a brief account of your job-related skills training, such as typewriting, computer operation, office practice, cleaning, etc.;
  - If you are taking a training course, relate to the prospective employer the progress to show your initiative in learning and advancement.

2. Do you have the knowledge and skills required by this job?
  - Elaborate on some of your job-specific skills or knowledge, for example Chinese and English proficiency, typing speed, familiarity with computer softwares, map-reading and tool-operating skills, etc.;
  - Do not exaggerate or fabricate any information. The prospective employer may test your job skills on the spot.

### Work Experience

1. Please tell me your work experience?
  - Start from the most recent work experience, and list out every company/organisation, position, job duties and employment period in chronological order;
  - Focus on the work experiences and job duties relevant to the position you are applying for;
  - If you do not have any work experience, talk about the trainings you have received and your job skills or strengths/merits, etc..
2. Why did you quit your last job? Why do you change jobs frequently?
  - Mention the reasons that are not personal, for example winding-ups of the company, lay-offs due to poor business, jobs lacking career development opportunities, plans to change the work environment, etc.;
  - Do not fabricate any information. The prospective employer may contact your ex-employer to inquire about your previous job;
  - If you changed jobs frequently, provide legitimate explanations and reassure that you are already improving;
  - Do not make acrimonious remarks about your ex-employers or colleagues.
3. Did you work harmoniously with your ex-colleagues, superiors and employers?
  - Cite examples to show that you got along well with your ex-colleagues, for instance, helping each other, dining and having fun together, etc.;
  - If you did not established rapport with your ex-colleagues, superiors and employers, simply describe the relationship as “normal partnership”.

### Job on application

1. Do you know the main duties of this job? Are you capable of discharging them?
  - Elaborate on your understanding of the job;
  - Demonstrate your interest in the job and that you have the relevant merits, job skills and experiences, etc.;
  - If you have difficulties, discuss frankly and sort them out with the prospective employer.
2. Why do you apply for this job?
  - Indicate that you have received relevant trainings and are willing to put your knowledge into practice; or you are willing to face to the challenge and learn new knowledge and skills.
3. Why do you want to join our company?
  - Give an account of your understanding and impression of the company, for example the positive image of the company, the promising future of the industry, etc.



4. This job requires working outdoors/in shifts/overtime. Do you accept it?
  - If you are not certain about the work condition, clarify politely:
    - Ⓒ Do I need to work outdoors in desolate places?
    - Ⓒ Do I need to work in different shifts every day?
    - Ⓒ Do I need to work overtime everyday? Usually up to which hours?
  - Deliberate on whether to accept the job, taking into consideration all circumstances without being too calculating.
5. What is your expected salary?
  - Conduct a research on the salary offered for this type of jobs;
  - Seek advices from your family members, mentor, Employment Consultant and acquaintances working in the same industry;
  - Besides salary, taking into consideration other factors, such as job nature, training opportunities, promotion prospect, etc.;
  - Set a bottom-line in advance and negotiate flexibly with the prospective employer, taking into consideration all circumstances, such as market demand, work environment, etc.

#### Other questions

1. It is common that employers would ask hypothetical questions to test your response or attitude, such as “How would you handle a customer who makes trouble deliberately?”
  - Try to answer using your skills and common sense gained from your previous work experiences or trainings;
  - Remain composed. If you fail to come up with an answer, frankly seek advices from the prospective employer and show your willingness to learn.
2. Questions on current affairs to understand your views and insights.
  - Remain rational and objective while expressing your opinions;
  - If the prospective employer does not agree with you, do not refute him/her and discuss the issue calmly.
3. When can you start working?
  - Relate to the prospective employer the earliest date that you can start working;
  - If you are still working in another company, inform the prospective employer the earliest date you can leave the current company and reassure that you will complete all the formalities;
  - If you cannot start working on the scheduled date due to important engagements (e.g. follow-up consultation), discuss with the prospective employer in advance to make alternative arrangements.
4. Do you have any questions?
  - Grasp the opportunity to ask questions related to the job, for example training opportunities and promotion prospect, to show your enthusiasm and interest in this job;
  - Clarify the job requirements or employment terms, for example probation period, rest days and holidays, pay date and payment method, etc.;
  - Ask questions about when you will be notified of the outcome or whether you have to make preparations for

the job, to show your sincerity and interest in the job;

- Unless mentioned by the prospective employer, avoid asking questions about the remuneration to avoid appearing calculating:
  - ⊙ When can I get a pay rise?
  - ⊙ How many rises are there in one year?
  - ⊙ How is the payment for overtime work calculated?
  - ⊙ Is my salary lower than that of other colleagues?

#### General answering techniques

- \* Do not simply answer with a “yes” or “no”. Give explanations using complete sentences;
- \* Keep your answers clear, direct and relevant to the job you are applying for;
- \* Use exclamations as less as possible, for example “la(啦)”, “ne(呢)”, “lo(囉)” , to show your sincerity and confidence;
- \* Take the opportunity to demonstrate your strengths and merits. Give precise answers and avoid boasting about yourself or remaining silent;
- \* Do not make up answers or conceal information, lest it is embarrassing if the prospective employer reveals the truth;
- \* If you are lost in the conversation, ask the interviewer politely to repeat;
- \* Indicate frankly in case you do not understand or have reservation, and your willingness to learn;
- \* If you say something inappropriate, correct yourself and apologise. Do not be discouraged -- continue to answer the remaining questions positively;
- \* Do not panic or become angry when the interviewer does not agree with you. Sometimes, the interviewer deliberately disagrees with interviewees in order to observe their reactions;
- \* Do not get impatient when the same question is posed repeatedly;
- \* Do not interrupt the interviewer.

## **How to make your disability clear to your prospective employer?**

On deciding how to make your disabilities clear to your prospective employer, consider the following:

### **Degree of disability**

- Does your disability affect your performance on the job you are applying for?
- Do you require technical aids or reasonable accommodations?

### **Employer's acceptance**

- Consider making your disability known to the prospective employer under the following circumstances:
  - \* Applying for the job
    - ⊙ Indicate your disability in your application letter, resume, application form or in the telephone conversation.
  - \* After scheduling the job interview
    - ⊙ Disclose your disability after you have secured the job interview;
    - ⊙ Indicate your concerns or requirements of special arrangement/accommodations, for example “I’m a wheelchair user. Can I gain access into your office?”
  - \* During the interview
    - ⊙ If you are certain that your disability will not affect adversely your performance in the interview or the job, may consider to disclose your disability during the interview.

### **Answering techniques**

During your job searching process, a prospective employer or human resource personnel may ask you questions about your disability. The questions are not intended to offend you but are largely out of concern for your health/medical condition or the lack of understanding of your disability. Their questions are meant to learn more about you and making necessary arrangements/accommodations.

A precise account of your disability or physical/medical condition can enhance both parties’ mutual understanding, thereby reassuring the employer in offering you the employment opportunity and establishing a good rapport with you. The following are some questions that concerns prospective employers or human resource personnel and advice on answering them.

### **Relevant questions about your disability**

How is your health/medical condition? Does it affect your performance at work?

- Give an account of your condition positively, for example emphasising that you have recovered or your condition is stable, and only regular follow-up consultations are required;
- Detail which duties you are not capable of discharging (like standing for long hours) so that the employer can make necessary arrangements/accommodations.

Do you feel inferior due to your disability or are you susceptible about it?

- Cite your participation in social activities as examples to illustrate your easy-going character and rapport established with others;
- Emphasise that you are as competent as other colleagues with appropriate and reasonable accommodations.

If you require assistance due to your physical/medical condition, what should I do?

- Reassure that you are attending regular follow-up consultations and taking medication, and your physical/medical condition is stable;
- Provide names of your family members and social workers, and means of contacting them in case of an emergency.

Do you need to take leaves frequently to attend follow-up consultations?

- Detail frankly your follow-up consultation schedule;
- If you work in shifts, reassure that you will try to schedule your medical appointments on your day-offs as far as possible to avoid taking leaves or being absent for work.

Does your disability/medical condition impair your working abilities/skills?

- Give an account of whether/how your working ability is affected by your disability/medical condition;
- Focus on the job-related competencies required and exemplify the skills you possess, for instance word processing, packaging, food preparing, etc.;
- Detail the trainings you have received and indicate that you will continue your studies/training to improve your knowledge/skills.

## **Answering questions related to visual impairment**

### Working environment

- Reassure that the mobility training you have received and your good memory allow you to orient yourself in the new environment and travel independently;
- Cite examples of your adjustments on your previous job or in your studies to illustrate your independent mobility.

### Reading documents and operating computers

- Detail how you cope with your impaired vision, for instance, close-range reading of larger prints, using spectacles or magnifiers, etc.;
- Demonstrate that you can operate a computer independently with suitable technical aids, such as closed-circuit television magnifying system, font-enlarging and screen-reading softwares, PowerBraille display, etc.

## **Answering questions related to hearing impairment**

### Communicating

- Illustrate how you communicate with others, for instance by hearing aids, lip reading, sign language, body language or writing.;
- Prompt your employer to give you guidance by means of writing, demonstrating or speaking slowly.

### Work competence

- Indicate how competent you are in meeting the job requirements;
- Emphasise that you have received relevant training, such as housekeeping, machine operation, and retailing, etc.;
- Turn your disability into your strength, for example you can concentrate on your work even in a working environment with noises or distracting conversations.

## **Answering questions related to physical impairment**

### Commuting

- Clarify your physical condition and mobility, including
  - ⊙ It is convenient for you to take rehabus or other public transport even if you are wheelchair-bound;
  - ⊙ You can walk with the aid of walking stick(s)/crutches;
  - ⊙ You can walk even without technical aids or special facilities.

### Work competence

- Indicate that, in spite of your mobility limitation, you are as competent as people without disabilities, both in academic qualifications and working abilities;
- Explain that your performance can be enhanced by ensuring that the main passages are barrier-free and the frequently-used objects are placed somewhere easily accessible.

## **Answering questions related to autism**

### Impact on work

- Indicate that although you have difficulties in social interaction, as long as you are placed in suitable job position and guidance is provided, you are as competent as others;
- Emphasise your strengths, such as exceptional memory, ability to notice details and handle mechanical or repetitive work patiently and in an orderly manner.

## **Answering questions related to intellectual disability**

### Working ability

- Emphasise that you have received relevant training, such as cleaning, packaging, etc., and indicate that you are willing to learn;
- Detail your strengths, for example you are good at performing simple and repetitive tasks without finding them monotonous or tedious.

### Work independence

- Admit that it may take you more time to adapt yourself to the new job;
- Emphasise that you can work independently with clear guidance, demonstrations and sufficient time for adaptation;
- Reassure that you will seek advice/assistance from your supervisor or colleagues if you run into difficulties.

## **Answering questions related to mental illness**

### Impact on work

- Address the prospective employer's concerns by reassuring that you are recovered from mental distress and never have any irrational or aggressive behaviours;
- Indicate that you are attending regular follow-up consultations and taking medication. Stress that your emotional/medical condition is stable and you are fit for employment;
- Detail the trainings you have received during the period of hospitalisation or cite recent work experience to prove your working ability.

## **Answering questions related to chronic illness**

### Impact on work

#### Cerebral Palsy (patients commonly know as spastics)

- Clarify that cerebral palsy can cause cramps or uncoordinated movements. It is not a disease and your physical condition will not deteriorate;
- Indicate that your intelligence and working ability are no different from that of people without disabilities.

#### Epilepsy

- Reassure that your medical condition is under control and seizures are infrequent for you are attending regular follow-up consultations and taking medication;
- Emphasise that you can handle your seizures. For instance, if you have aura before seizures, there is sufficient time for you to put down your task and take rest in a safe place for two or three minutes before regaining consciousness.

### Renal Disease

- Clarify your physical/medical condition, for instance your condition is under control by replacing the dialysate for peritoneal dialysis regularly every day;
- Emphasise your work competence, skills and experience possess, for example you have been a clerical staff for many years and are familiar with file management and word processing.

### **Answering questions related to specific learning difficulties**

#### Impact on work

- Reassure that you have normal intelligence and have no obvious disability;
- Indicate that, with proper training and assistance, you can give full play to your strengths on the job just like people without disabilities.

### **Answering questions related to attention deficit/hyperactivity disorder (ADHD)**

#### Impact on work

- While symptoms of inattention, disorganization, distractibility and impulsivity often persist into adulthood, reassure that on medication and behavioural therapy, you can control your condition and cope effectively with daily work.

### **Key points to note:**

- \* Generally speaking, employers are concerned whether you have disabilities so that they can make appropriate arrangements/accommodations to avoid risking your physical/medical condition;
- \* If you require Employment Consultants' assistance in seeking employment, detail your disability, physical/medical condition, your concerns and requirements. This relevant information can then be related to prospective employers;
- \* Ensure that your referee or consultant are aware of your disability and physical/medical condition because your prospective employer may contact them for enquiries;
- \* Find/Seize opportunity to discuss with the prospective employer your disability and physical/medical condition, for example "I am visually impaired, but I have confidence in taking up this job. I will give you an account of my visual impairment when we meet.";
- \* Take it easy and remain composed. There is no need to get agitated or impatient;
- \* Detail your disability naturally and directly. Indicate your willingness to share your experience and address to the prospective employer's concerns;
- \* Do not hide any information, explain your limitations and needs clearly;
- \* Emphasise your work competence and strengths, for example you work earnestly, you are seldom on sick leaves, late for or absent from work;

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- \* Where necessary, discuss with the prospective employer about applying for suitable technical aids and support services to enhance your work efficiency (Appendix III).



## Interview follow-up and evaluation

- Confirm with the company the closing date for confirmation of the suitable candidate(s) for the job to facilitate your follow-up later. Do not call to follow up with the prospective employer too frequently;
- Send a letter of gratitude to the interviewer for granting you an interview opportunity and express your interest and sincerity in the job and the company;
- Do not depart from Hong Kong or change your means of contact shortly after the interview. If absolutely necessary, inform the prospective employer as soon as possible;
- Reflect on how you have performed in order to improve yourself;
  - ⊙ Were you well prepared for the interview?
    - # Collecting materials on the company and the post you are applying for
    - # Getting relevant materials and documents ready
    - # Appropriate appearance and attire
  - ⊙ Did you arrive on time?
  - ⊙ Which questions were most difficult to handle during the interview?
  - ⊙ How did you perform?
  - ⊙ In which aspects can you improve?
  - ⊙ What did the interviewer think of you? Did they think your answers satisfy him/her?
  - ⊙ Did you stay composed and confident?
  - ⊙ Did you grasp the opportunity to present your strengths, expertise, working experience, etc.?
- Jot down what you observed at/learnt from the interview about the job or the company for your reference in your second round of interview or employment;
- Use the following table to follow up on your progress of job-hunting and interview results.

Table of progress of job hunting

Company & address	Information of contact persons	Information of Position Applied	Contact Information	Remarks phone interview	Results
	Name:  Position:  Tel:  Fax:	Position:  Job duties:  Qualifications:	Date:  <input type="checkbox"/> Phone interview:  <input type="checkbox"/> Fax/Mail application letter/resume  <input type="checkbox"/> Submitted job application form  <input type="checkbox"/> Interview scheduled on: (Date)	Notes:	<input type="checkbox"/> Successful  <input type="checkbox"/> Unsuccessful  <input type="checkbox"/> Pending Follow up on: (Date):

## Accept Interview Results

### **Offer of appointment**

- In most cases, employers will inform you of the offer of appointment by phone and give you time to consider whether to accept the offer;
- Stay calm and consider the followings before accepting the offer:
  - Ⓒ Do you like this type of work?
  - Ⓒ Are you competent for this job?
  - Ⓒ Are you satisfied with the terms and conditions?

Working Hours	Working Location	Job Nature
Salary	Benefits	Holidays
Promotion Opportunities	Training Opportunities	

- Ⓒ Do you have other options?

### Appointment acceptance

- Reply to the employer before the deadline and make an appointment for signing the employment contract;
- Understand the rights and responsibilities of employees;
- Read the contract in detail and study the employment conditions, such as working hours, probation period, resignation procedures etc. to prevent disputes in future ;
- Request the employer to revise or delete inappropriate/unreasonable terms/clauses and sign to confirm the amendments or draft a new contract;
- In case of doubt, do not sign the contract. Obtain a copy of the contract and consult your family or Employment Consultant;
- Ask your family or Employment Consultant to accompany you to sign the contract if necessary;
- Obtain a photocopy of the contract with company chop and signature of the employer;
- Write down the date, time and place for reporting for duty as well as details of the contact person;
- If you are unable to report for duty as scheduled, notify the employer as soon as possible and express apology so that the employer would have sufficient time to make necessary arrangements.

### Appointment refusal

- Cherish the job opportunity and think thoroughly before refusing the appointment. You can consult your Employment Consultant or family first;
- Reply to the employer politely before the deadline if you decide not to accept the offer;

- If the employer inquires about the reasons for refusal, you should give a proper reason instead of saying: “I don’t like it.” or “It is too hard”;
- If you are not satisfied with the terms and conditions, you may try to discuss with the employer and ask for a better offer. Never press or demand the employer to make the change.

### **Unsuccessful Result**

- Do not give up because every interview is a precious experience and learning opportunity;
- Improve yourself and be prepared for the next job interview;
- Evaluate your own performance for future reference;
- Self-evaluation
  - ⊙ Am I suitable for this type of work?
  - ⊙ If not, what kind of job is suitable for me?
  - ⊙ Is it necessary to adjust my expectations or that of my family?
  - ⊙ What are the areas for improvement?
- Consult your family, friends or Employment Consultant on how to improve your performance;
- Participate in training classes on job interview skills and practise questions that are commonly asked during interviews;
- Take training courses;
- Continue to look for other job vacancies.

## **Prepare for New Job**

### **Preparations before work**

Being well-prepared can improve your self-confidence and make a good impression on the supervisor and colleagues. Below are some tips for you:

- Get enough sleep the night before;
- Check the transport route from your home to the workplace, choose the appropriate mode of transport and estimate the travel time;
- Get the clothes ready;
- Make sure you have enough money for transport fares and meals;
- Prepare a check-list of necessary items, such as:
  - ID card
  - A few passport photos
  - Bankbook
  - Education and employment proof
  - Phone number of Employment Consultant
  - Address and phone number of the employer

### **Tips for the first day of work**

- \* Dress tidily and appropriately;
- \* Be aware of traffic and weather conditions before you leave home;
- \* Check necessary items and materials before you leave home;
- \* Arrive at the workplace earlier and report for duty;
- \* Introduce yourself to the supervisor and colleagues and remember their names;
- \* Get along with the supervisor and colleagues, such as having a meal together;
- \* Learn the work practice, such as procedures for taking attendance;
- \* Get to know the work environment, such as the location of restrooms, pantry, and fire exits etc..

## **Establish good interpersonal relationships**

### **Work ethics**

- Go to work on time. If you are late for work due to some unforeseeable reasons, such as traffic jam or sickness, you or your family should notify the employer as soon as possible;
- Comply with the company rules, such as wearing uniform and taking attendance;
- Get approval from the employer or supervisor before taking leave;
- Avoid making personal phone calls and handling personal issues during work;
- Get approval from the employer or supervisor before using the company fax machine for personal use;
- Be responsible;
- Cherish the job opportunity and do not give up easily;
- Do not disclose company information without permission;
- Do not borrow money from or lend money to the supervisor or colleagues easily;
- Do not request the employer to pay salary in advance;
- Be honest, never ask the colleagues to mark attendance for you and vice versa.

### **Appearance**

- Having a tidy appearance makes good impression on others and also shows your respect for them and your job;
- Keep your clothes, shoes, socks, hair and hands clean and tidy;
- Dress in accordance with the post, job nature and company rules. For example,
  - ⊙ Clerical work: formal dress
  - ⊙ Manual work: causal dress
- Avoid over-dressing or heavy make-up.

### **Manner**

- Always keep a smile and avoid a long face;
- Control your temper and do not argue or fight with the others;
- Avoid bad habits, such as pulling hair with fingers, shaking feet, biting nails etc.

## **Interpersonal Skills**

- Be sincere, friendly and caring;
- Be open, communicate with colleagues actively and take part in recreational activities with them;
- Avoid being over enthusiastic, such as staring at colleagues, holding their hands or touching their bodies, as these may lead to disgust or misunderstandings;
- Consult your supervisor or colleagues humbly when you encounter difficulties, take their advice in order to improve your performance;
- Be kind to the others and avoid unnecessary conflicts;
- Be polite and always say “Excuse me.” and “Thank you.”;
- Avoid being over-expressive and attach more importance to team work;
- Be patient in developing and maintaining good interpersonal relationships.

## **Self-enhancement**

You have to improve your competitiveness in order to be successful at work. Below are some factors leading to success at work:

- Review your work methods or steps regularly to improve work efficiency. In order to maintain good performance, you should have proactive, energetic and enthusiastic work attitude;
- Continue studying, acquire skills and knowledge, e.g. computer skills, read newspapers, magazines and books, browse web pages. Try to apply your knowledge to your work;
- Experience is valuable. Do not change your job or trade frequently;
- Evaluate your performance regularly to understand your strength and weakness;
- Participate in different activities, such as exchange programmes, travel, community activities, and voluntary services to enrich your personal experience and broaden your horizons;
- Language proficiency is very important. Employees are expected to have good command of Chinese and English in many industries. Knowledge of other languages such as Mandarin and Japanese is an advantage. Improving your language proficiency will increase your chances of getting a better job;
- Acquire good customer service skills and related experience, which are valued by different trades nowadays, is advantageous to your work;
- Understanding different aspects of your company and making more friends can improve your competitive edge.

## **Training courses**

There are many organizations providing training courses for people with disabilities, such as the Shine Skills Centres and Employees Retraining Board (Annex II). For details, please approach the training organizations or the Selective Placement Division.

## Stress relief

The intense environment in Hong Kong can lead to stress and emotional problems. You have to handle stress correctly in order to face work challenges.

### **Causes of work-related stress**

- New job, promotion, job transfer and heavy work load;
- Crowded or noisy working environment;
- Insufficient preparation for work;
- Poor relationships with colleagues.

### **Impact of stress**

- Appropriate level of stress can motivate people to work and enhance productivity;
- Continuous and excessive stress will lead to fear, tension and loss of confidence.

### **Correct methods for stress relief**

- ✓ Take part in relaxing activities such as sports;
- ✓ Turn to friends, family, social worker, colleagues or supervisors and do not isolate yourself;
- ✓ Do not force yourself to remember too many things. Instead, you can take notes and write down important points;
- ✓ Develop good living habits, such as going to bed and getting up early, having balanced diets etc;
- ✓ Get your clothes and necessary items ready for the next working day before sleep;
- ✓ Try to concentrate on one job at one time;
- ✓ Be tolerant and patient.

### **Incorrect methods for stress relief**

- ✗ Losing your temper at workplace, such as crying, using foul languages or throwing things around, will make people view you as an unreasonable person or even lead to dismissal by the employer;
- ✗ Evading the problems will only worsen the situation. It is advisable to seek solutions;
- ✗ It is unwise to give up your job. You should cherish the job opportunity and never be absent from work without prior notice;
- ✗ Taking drugs is hazardous to health and cannot help relief stress. Consult a doctor if necessary.



## **Notes for work safety**

Wherever you work, you should be careful at work to protect your own safety and that of the employer and colleagues.

### **General safety rules**

- Use machines like papercutting machine correctly and carefully. Consult the colleagues or read the instructions in advance;
- Close the cover while using photocopying machine;
- Place such dangerous stationery as stapler and scissors in safe place;
- Remember to close filing cabinets after use;
- Do not stand on chairs with rollers;
- Avoid overloading electric sockets as that would lead to fire;
- Arrange and tie up electric wires and cables properly;
- Do not block fire exits and passages;
- Avoid wet and slippery floor;
- Wear ear protectors if you work in a noisy condition for a long time;
- Wear eye protectors if you work under intense light for a long time;
- Wear a hat or put on sunscreen if you work outside for a long time;
- If you are on duty under adverse weather conditions, such as typhoon signal or rainstorm warning being hoisted, you should be careful and observe company instructions.

### **Rules for operating machines, tools and using industrial materials**

- Ensure the protective shield is in place and do not remove or alter it without permission;
- Notify the supervisor to arrange repair promptly if you find the protective shield is broken;
- Turn off the power and make sure that the machine has been stopped before repair;
- Operate the machine correctly by following the instructions and avoid any of your body parts from being caught by the machine;
- Handle fragile objects, such as glassware and porcelain, carefully;
- Use stoves carefully by following the instructions;
- Wear gloves and protective clothes while using chemicals, such as cleanser and pigment;
- Wash your hands and put on protective lotion before and after work;

### **Occupational Safety & Health Council (OSHC)**

- Enhance the occupational safety and health in Hong Kong;

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- Ensure that there are proper facilities in workplace to protect the health and safety of employees;
- Provide consultancy services, education and training, promotional activities, research and information;
- For address, please refer to Annex II.

## **Ordinances for Protecting the Rights and Interests of Employees**

### **Employment Ordinance**

- The Ordinance stipulates the rights and responsibilities of both employers and employees;
- Employees may be liable for compensation and bear legal liabilities if certain provisions are violated;
- According to the *Employment Ordinance*, employees who are employed under continuous contracts are entitled to statutory benefits, such as rest days, statutory holidays, annual leave, paid sickness days etc;
- For details, please refer to “*A Concise Guide to the Employment Ordinance*”, which is published by the Labour Department. For enquiries, please contact the 24-hour hotline of the Labour Department at 2717 1771 or visit the branch offices of the Labour Relations Division. ([Annex I](#))

### **Employees' Compensation Ordinance**

- The Ordinance stipulates the rights and responsibilities of both employers and employees in respect of injuries or death sustained by the employees as a result of an accident arising out of and in the course of employment; or in respect of occupational diseases specified in the Ordinance that are suffered by the employees;
- For details, please refer to “*A Concise Guide to the Employees' Compensation Ordinance*” published by the Labour Department;
- For enquiries, please contact the 24-hour hotline of the Labour Department at 2717 1771;
- For enquiry about a specific employee’s compensation case, please approach the Employees' Compensation Division of the Labour Department. ([Annex I](#))

### **Minimum Wage Ordinance**

- Statutory minimum wage provides a wage floor and applies to all employees, including employees with disabilities;
- Employees with disabilities have the right to choose to undergo productivity assessment and be remunerated at a rate commensurate to their productivity;
- For details, please refer to “*Concise Guide to Statutory Minimum Wage*” and “*Concise Guide to Productivity Assessment for Employees with Disabilities under the Statutory Minimum Wage Regime*” published by the Labour Department. For enquiries, please contact the 24-hour hotline of the Labour Department at 2717 1771 or visit the branch offices of the Labour Relations Division. ([Annex I](#))

### **Occupational Safety and Health Ordinance and Factories and Industrial Undertakings Ordinance**

- Provides for the safety and health protection to employees in workplaces;
- For enquiries, please contact the safety and health hotline of the Labour Department at 2559 2297.

### **Disability Discrimination Ordinance**

- The Ordinance aims to eliminate discrimination, harassment and vilification of persons with a disability in employment. It also aims to eliminate disability victimization in employment and to promote equal employment opportunities for persons with a disability.

### **Sex Discrimination Ordinance**

- The Ordinance aims to eliminate discrimination, harassment, vilification and victimization on the grounds of sex, marital status and pregnancy in employment and to promote equal employment opportunities between men and women.

### **Family Status Discrimination Ordinance**

- The Ordinance aims to eliminate discrimination on the ground of family status and stipulates protection for persons with family status against discrimination in employment.

### **Race Discrimination Ordinance**

- The Ordinance aims to eliminate discrimination, harassment and vilification on the ground of race;
- The Hong Kong Equal Opportunities Commission is responsible for implementing the *Disability Discrimination Ordinance*, the *Sex Discrimination Ordinance*, the *Family Status Discrimination Ordinance*, and the *Race Discrimination Ordinance*. For details, please refer to booklets published by the Hong Kong Equal Opportunities Commission and their websites. (Annex II)

### **Personal Data (Privacy) Ordinance**

- The Office of the Privacy Commissioner for Personal Data is responsible for implementing the Ordinance so as to protect personal data privacy of individuals;
- Employees may be requested to provide personal data, such as ID card number, bank account number, copy of important documents etc., during job application and employment;
- The Ordinance gives rights to data subjects. They have the right to confirm with data users whether their personal data are held and to obtain a copy of such data;
- For details, please refer to booklets published by the Office of the Privacy Commissioner for Personal Data and their websites. (Annex II)

### **Mandatory Provident Fund Schemes Ordinance**

- The Mandatory Provident Fund Schemes Authority is responsible for implementing the Ordinance, aiming to ensure the provision of retirement protection for Hong Kong's workforce;
- Except for exempted persons, all employees and self-employed persons aged 18 to aged below 65, are required to join a Mandatory Provident Fund scheme;

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- Employers must enroll their employees in a registered Mandatory Provident Fund scheme;
- For details, please refer to booklets published by the Mandatory Provident Fund Schemes Authority and their websites. (Annex II)

## **Annex I**

### **Labour Department**

#### **General enquires**

24-hour Telephone Enquiry Centre: 2717 1771 (This hotline is handled by “1823”.)

Website: <http://www.labour.gov.hk>

Email: [enquiry@labour.gov.hk](mailto:enquiry@labour.gov.hk)

#### **Job Centres of the Employment Services Division**

##### Hong Kong

###### Hong Kong East Job Centre

34/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong.

Tel: 2591 1318

Fax: 2591 6262

###### Hong Kong West Job Centre

4/F, Western Magistracy Building, 2A Pokfulam Road, Sai Ying Pun, Hong Kong.

Tel: 2552 0131

Fax: 2873 5006

###### North Point Job Centre

12/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong.

Tel: 2114 6868

Fax: 2114 0202

##### Kowloon

###### Kowloon West Job Centre

9/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon.

Tel: 2150 6397

Fax: 2393 4333

###### Kowloon East Job Centre

1/F, Trade and Industry Tower, 3 Concorde Road, Kowloon.

Tel: 2338 9787

Fax: 2338 9827

**Kwun Tong Job Centre**

10/F, Kowloon East Government Offices, 12 Lei Yue Mun Road, Kwun Tong, Kowloon.

Tel: 2342 0486

Fax: 2797 8074

New Territories

**Tsuen Wan Job Centre**

2/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories.

Tel: 2417 6197

Fax: 2413 6263

**Tuen Mun Job Centre**

G/F, Victory Building, 3 Tsing Min Path, Tuen Mun, New Territories.

Tel: 2463 9967

Fax: 2454 2064

**Employment in One-stop**

Unit 401, 4/F, Tin Ching Amenity and Community Building, Tin Ching Estate, Tin Shui Wai, New Territories

Tel: 3692 5750

Fax: 3692 5761

**Shatin Job Centre**

2/F, Shatin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories.

Tel: 2158 5553

Fax: 2691 0664

**Tai Po Job Centre**

3/F, Tai Po Government Offices, 1 Ting Kok Road, Tai Po, New Territories.

Tel: 2654 1429

Fax: 2651 8977

**Sheung Shui Job Centre**

Units 2001-2006, Level 20, Landmark North, 39 Lung Sum Avenue, Sheung Shui, New Territories

Tel: 3692 4532

Fax: 3692 4541

**Tung Chung Job Centre**

Unit 211A, 2/F, Yat Tung Shopping Centre, Yat Tung Estate, Tung Chung, Lantau Island, New Territories.

Tel: 3428 2943

Fax: 3580 2936

**Regional Offices of the Selective Placement Division**

**Hong Kong Office**

G/F, East Wing, Harbour Building, 38 Pier Road, Central, Hong Kong.

Tel: 2852 4801

Fax: 2541 5290

**Kowloon Office**

G/F, Ngau Tau Kok Government Offices, 21 On Wah Street, Ngau Tau Kok, Kowloon.

Tel: 2755 4835

Fax: 2796 0369

**New Territories Office**

2/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories.

Tel: 2417 6190

Fax: 2499 3713

**Employment Agencies Administration**

12/F, Harbour Building, 38 Pier Road, Central, Hong Kong.

Tel: 2852 3535

Fax: 2851 0834

**Branch Offices of Employees' Compensation Division**

**Hong Kong Office (Hong Kong Island, Outlying Islands and areas outside Hong Kong)**

Rm 1605, 16/F, Southorn Centre, 130 Hennessy Road, Hong Kong.

**Kowloon Office (Kowloon, Sai Kung and seamen and government employees cases)**

Rm 1007, 10/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon.



Kwai Chung & Tsuen Wan office (Kwai Chung, Tsing Yi, Tsuen Wan, Tuen Mun and Yuen Long)  
6/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories.

Shatin Office (Shatin, Taipo, Fanling and North District)  
Rm 239, 2/F, Shatin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories.

Fatal Cases and Pneumoconiosis and Mesothelioma Compensation Office  
Rm 601, 6/F, Harbour Building, 38 Pier Road, Central, Hong Kong.

### **Branch Offices of Labour Relations Division**

#### Hong Kong

Hong Kong East  
34/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong.

Hong Kong West  
3/F, Western Magistracy Building, 2A Pokfulam Road, Hong Kong.

#### Kowloon

Kowloon East  
UGF, Trade and Industry Tower, 3 Concorde Road, Kowloon  
Kowloon South  
2/F, Mongkok Government Offices, 30 Luen Wan Street, Mongkok, Kowloon.

Kowloon West  
Rm 1009, 10/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon.

Kwun Tong  
6/F, Kowloon East Government Offices, 12 Lei Yue Mun Road, Kwun Tong, Kowloon.

#### New Territories

Tsuen Wan  
5/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories.

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**Kwai Chung**

6/F, Kwai Hing Government Offices, 166 - 174 Hing Fong Road, Kwai Chung, New Territories.

**Shatin & Tai Po**

Rm 304-313, 3/F, Shatin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories.

**Tuen Mun**

Unit 2, East Wing, 22/F, Tuen Mun Central Square, 22 Hoi Wing Road, Tuen Mun, New Territories.

## **Annex II**

### **Hong Kong Police Force Police Licensing Office (Security Personnel Permit Unit)**

12/F, Arsenal House, Police Headquarters, 1 Arsenal Street, Wan Chai, Hong Kong.

Tel: 2860 6543

Fax: 2200 4324

### **Training Bodies**

#### **Shine Skills Centre (Pokfulam)**

147 Pokfulam Road, Hong Kong.

Tel: 2538 3292

Fax: 2538 3299

Website: [http://www.vtc.edu.hk/shine/html/en/centres/campus\\_psc.html](http://www.vtc.edu.hk/shine/html/en/centres/campus_psc.html)

#### **Shine Skills Centre (Kwun Tong)**

487 Kwun Tong Road, Kowloon.

Tel: 2270 0900

Fax: 2357 4042

Website: [http://www.vtc.edu.hk/shine/html/en/centres/campus\\_ktsc.html](http://www.vtc.edu.hk/shine/html/en/centres/campus_ktsc.html)

#### **Shine Skills Centre (Tuen Mun)**

1 Fung On Street, Tuen Mun, New Territories.

Tel: 2452 8901

Fax: 2457 6207

Website: [http://www.vtc.edu.hk/shine/html/en/centres/campus\\_tmssc.html](http://www.vtc.edu.hk/shine/html/en/centres/campus_tmssc.html)

#### **Caritas Lok Mo Integrated Vocational Training Centre**

147L Argyle Street, Kowloon.

Tel: 2711 0699

Fax: 2385 5720

Website: <http://www.clm.org.hk/>

Hong Chi Pinehill Integrated Vocational Training Centre

Pinehill Village, Chung Nga Road, Nam Hang, Tai Po, New Territories.

Tel: 2664 3620

Fax: 2664 2805

Website: <http://www.hongchi.org.hk/>

Hong Kong Federation of Handicapped Youth

1-13, G/F, Wang Kei House, Wang Tau Hom Estate, Kowloon, Hong Kong

Tel: 2337 9311; Fax: 2338 0752

Website: <http://www.hkfhy.org.hk/>

Employees Retraining Board

3/F to 6/F, 10 Siu Sai Wan Road, Chai Wan, Hong Kong Tel: 182 182

Fax: 2369 8322

Website: <http://www.erb.org>

**Occupational Safety & Health Council (OSHC)**

19/F, China United Centre, 28 Marble Road, North Point, Hong Kong

Tel: 2739 9377

Fax: 2739 9779

OSH Hotline: 2739 9000 SafeFax : 2316 2576

Website: <http://www.oshc.org.hk>

**Equal Opportunities Commission**

19/F, CityPlaza Three, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong.

Tel: 2511 8211

Fax: 2511 8142

Website: <http://www.eoc.org.hk>

**Office of the Privacy Commissioner for Personal Data, Hong Kong**

12/F, Sunlight Tower, 248 Queen's Road East, Wan Chai, Hong Kong.

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Tel: 2827 2827

Fax: 2877 7026

Website: <http://www.pcpd.org.hk>

**Mandatory Provident Fund Schemes Authority**

Level 8, Tower 1, Kowloon Commerce Centre, 51 Kwai Cheong Road, Kwai Chung, New Territories.

Tel: 2918 0102

Fax: 2259 8806

Website: <http://www.mpfa.org.hk>

## Annex III

### Technical Aids and Supporting Services for Employment

Disability	Technical Aids	Functions
Visual impairment	<ul style="list-style-type: none"> <li>⊙ Enlargement software</li> <li>⊙ Computer equipped with Braille, phonation and large font size</li> <li>⊙ Closed circuit TV system with enlarged images</li> <li>⊙ Visual aids</li> </ul>	<ul style="list-style-type: none"> <li>⊙ Suitable for visually impaired employees in clerical position</li> <li>⊙ Assist in processing documents</li> </ul>
Hearing impairment	<ul style="list-style-type: none"> <li>⊙ Hearing aids</li> <li>⊙ Amplified telephone/ Telephone amplifier/ Telephone ring amplifier/ Wireless magnetic induction earpiece with Bluetooth</li> <li>⊙ Pocketalker/ Digital Personal Communicator</li> <li>⊙ Loop induction system</li> <li>⊙ Sound induction system</li> <li>⊙ Visual signal companied by audio signal (for example, danger warning light)</li> </ul>	<ul style="list-style-type: none"> <li>⊙ Facilitate people with hearing impairment to communicate with others</li> <li>⊙ Provide a safe working environment</li> </ul>
Physical impairment	<ul style="list-style-type: none"> <li>⊙ Walking stick, wheelchair</li> <li>⊙ Rehabus/ Accessible Hire Car</li> <li>⊙ Workplace modification: adding ramp, refitting office table/chair, widening space under the desktop, installing height adjustable desktop, adding handrails in corridors and toilets, etc.</li> </ul>	<ul style="list-style-type: none"> <li>⊙ Facilitate people with mobility difficulties to adapt to the new working environment</li> <li>⊙ Enhance their mobility</li> </ul>

- ⊙ The people with disabilities in need of technical aids can contact Shine Technical Aids and Resource Centre, which is affiliated to Vocational Training Council.

Vocational Training Council-Shine Technical Aids and Resource Centre (Tel: 2452 7604 Fax: 2452 7678)

- ◎ The people with disabilities in need of rehabus services can apply to the Hong Kong Society for Rehabilitation or Hong Kong Federation of Handicapped Youth.  
The Hong Kong Society for Rehabilitation (Tel: 2817 8154 Fax: 2855 7106)  
Hong Kong Federation of Handicapped Youth. (Tel: 2337 9311 Fax: 2338 0752)
  
- ◎ The people with disabilities in need of Accessible Hire Car (AHC) services can apply to the Hong Kong Society for Rehabilitation.  
The Hong Kong Society for Rehabilitation (Tel: 8106 6616 Fax: 2717 8910)
  
- ◎ People in need of sign language interpretation services or apply for sign language courses can contact the organizations listed below for enquiry.  
Hong Kong Society for the Deaf (Tel: 2711 3873; Fax: 2711 3946)  
Hong Kong Association of the Deaf (Tel: 2327 2497; Fax: 3104 2497 )  
Chinese YMCA of Hong Kong Y's Men's Centre for the Deaf (Tel: 2717 1754 Fax: 2348 1612)  
Hong Kong Lutheran Social Service- Cheung Ching Lutheran Centre for the Disabled (Tel: 2495 0118  
Fax: 2434 2198)  
Silence (Tel: 2777 0919 Fax: 2777 0677)
  
- ◎ You are welcome to download “*Handbook on Employment of Persons with Disabilities - Support Services*” for reference from the webpage of Interactive Selective Placement Service (<http://www.jobs.gov.hk/isps>).

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Tel: 2417 6190

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Fax: 2499 3713

Interactive Selective Placement Service Website: [www.jobs.gov.hk/isps](http://www.jobs.gov.hk/isps)