

Honorary Fellow Miss Tong Hing-min

Citation written and delivered by Professor Samuel Ho Mun-yin

Pro-Chancellor, Chairman of the Council and President:

After a long and illustrious career at Hang Seng Bank, Miss Tong Hing-min understands the virtue of loyalty. In this day and age when people change jobs for all kinds of reasons, Miss Tong's record of 33 years' continued service to a single employer stands out as a rarity. Naturally, she has often found herself confronted with the question, "Did you have other opportunities during your career?"

To understand Miss Tong's situation, one has to begin in 1974 when she graduated from Queen's University in Kingston, Ontario, Canada with a degree in commerce. Upon returning to Hong Kong, she was quickly recruited by Hang Seng Bank. After three years, she was promoted to head the training centre. Her duties brought her into contact with various departments at the bank. It was an experience that she appreciates even today. It gave her a thorough understanding of the banking business and a front row seat for the development of financial services in Hong Kong. Miss Tong was later transferred to the Human Resources Division, and became its Head in 1996, a position she held until her retirement in 2007.

As a trainer, Miss Tong quickly learned to appreciate the spirit of service, which, according to her, requires one to be modest, honest and respectful in one's work. Knowing the nature of the job is of course important. For example, when she organised training programmes for colleagues in other departments, she made it her business to pay meticulous attention to all operations. However, to be able to discharge one's duties professionally, one has to be courteous, responsive and responsible, all of which are people skills that make possible communication across professional lines.

This ability to reach out to people of different backgrounds became all the more essential when Miss Tong took charge of the bank's Human Resources Division where she was entrusted with introducing new measures

for reviewing performance. As might be expected, these measures initially met with some resistance. Recognising that systemic changes are bound to arouse grievances, she set out to mollify them with empathy. Human beings are not cogs in a machine, she concludes. Their feelings have to be respected just as we need to take into account individual situations during any change in policies. In this manner, Miss Tong succeeded over the years to sustain the service culture of the bank.

This is why human resources management continued to fascinate Miss Tong, so much so that she declined other offers that came her way. Now in retirement, Miss Tong applies her people and management skills in the new setting of education, serving as a member of the Court of City University of Hong Kong. She has also sat on the Human Resources Committee under the University's Council since 2007. With her substantial professional expertise, she has made valuable contributions to higher education in Hong Kong over the past 10 years. Miss Tong is also a member of the College Council and the Human Resources Committee at Hang Seng Management College.

Miss Tong's experience stands as a model to which members of the younger generation about to enter the job market should aspire. Her life-long dedication to one profession indicates all too clearly that while monetary considerations are not to be dismissed lightly, they should not be the only motivation. One should therefore not be overly concerned with personal gains and losses, but instead develop a heart for service and an interest in one's work, which ultimately will prove more fulfilling.

Mr Pro-chancellor, Mr Chairman of the Council, and Mr President, Miss Tong Hing-min has had a distinguished career in the banking world in Hong Kong. Her dedication to her work signifies a philosophy of service that promises to deliver quality work in any profession. Her management and people skills will benefit higher education circles in Hong Kong for years to come. I present to you Miss Tong Hing-min for the conferment of an Honorary Fellowship of City University of Hong Kong.