

# Student Internship Guide



**mission**  
impossible **3+**

internship  
**skills**

**2+**

**safety**

**1+**

**CLC**  
Career & Leadership Centre

 香港城市大學  
City University of Hong Kong

**end game**

**4+**

# safety 1.0

## Personal Travel Insurance

Buy YOUR OWN personal travel insurance to cover luggage lost, and other losses due to accidents that may occur outside the internship environment. As these are NOT COVERED by Group Personal Accident Insurance Policy or Group Travel Insurance Policy of the University.

## Internship Contracts

Please abide by the TERMS and CONDITIONS as set out in internship contracts upon signing the agreement. Consult parents or advisors before signing the contracts in case of any doubt.

*Insure yourself  
against  
personal loss*



*know what  
you are signing*



# Don't forget



# safety

## 1.1

### Notify your guardians

This may be the first thing you want to do if you are offered an internship away from your home.

While internships are generally safe, it is important that you let close family members or guardians know how to contact you when you are gone away for a few months.

Tell them where you will be going for your internship. If possible, let them know about the nature of your work, the company you will work for, and the general living environment.

It would also be advisable to let them know your itinerary and when your internship will end. Doing all these little things will help you to become a more mature and responsible person.

Make sure you leave contact information to the department or college or school concerned.

Information about your work and your living environment and your itinerary:



People you need to speak to:



How to contact you:



*don't leave home  
without these!*

*remember to say  
goodbye!*



# safety

## 1.2

### Logistics

If you want to get to your internship destination safe and sound, it is good to plan ahead.

Book plane or train tickets and obtain insurance well ahead of time.

Do not use this as an opportunity to travel yet. If you decide to take this opportunity to travel, you may consider doing it after your internship.

Plan your itinerary meticulously. Find out alternative routes to get there and come back in case your plan is upset by flight cancellations, weather, and other transportation conditions. Think 'Plan B'.

Travelling Documents Checklist:  
Passport with 6 months valid visa  
Hong Kong ID card.

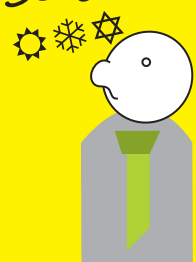
Company Contact No.:

Itinerary and Dates and Times:

By ship, by boat....  
or riding a bike?

Make sure you  
have alternative  
contacts

Don't miss your  
flight!



# safety

## 1.3

### Emergencies


Plan ahead who you can reach when emergencies happen.

Accidents can happen. It is always better to be careful. These are the very basic contacts you must keep handy:

- Internship Organizer Contacts
- Department Contacts
- Company Contacts
- Local Police or Medical Facilities
- Nearest Hong Kong Foreign Office
- Insurance Hotline

 don't leave home  
without these...



 Internship Organizer  
Contacts:

 Local Police & Medical  
Contacts:

 Company Contacts:

 HK Foreign Office:

 Departmental Contacts:

 Insurance Hotline:

# safety

## 1.4

### Legal

Be aware of the nature of work that you do for any company offering you internship. Make sure what you do not breach any law in the country or place in which you work. You have to be especially careful when you work in a country the laws of which you are not familiar with. Double check with local authorities or university advisors if you are suspicious of something.

*be careful!*



### Example:

When you are asked to deliver something of an unknown nature, you may get yourself legally involved when you carry or what you are in possession of happen to be something that is prohibited by law.

### Advice:

Politely refuse the request. Or, if circumstances allow, find out first hand the nature of the goods tactfully before you deliver them.



# safety

## 1.5

### Ethical

In work and business, like other spheres in our lives, there is an ethical dimension to whatever we do—in the office or outside it. In the real world, even if you are an ethical and law-abiding individual, circumstances may arise in work in which your ethical standards are challenged. You are ethically accountable for your actions even if you are only carrying out tasks assigned to you from the company you work for. Very often, unethical dealings can get one into people trouble even if it is not legal trouble.

*worry about it...*



#### Example:

When providing personal information or contact information to organizations or companies, you run the danger of impinging on the privacy rights of those who you know and thus compromising your own integrity.

#### Advice:

Seek approval from your friends, relatives, family or clients before you release personal information. Or, politely refuse the request to provide personal information on privacy grounds.

#### Example:

When you are asked to sell something or provide service in a manner that is against your own moral judgment, or doing something that you are not comfortable with.

#### Advice:

Politely refuse the request and state your discomfort without being over judgmental of those who made the request.



*think LONG  
TERM...  
think WIDE  
ANGLE*

# safety

## 1.6

### Personal

Some internship hosting companies may ask their interns to do something that is not being perceived by the intern as 'fair', or outside the initial internship agreement or expectations. Examples: When you are asked

- To do internship work that continues after the agreed internship period.
- To pay an amount of money in advance.
- To pay fees of different natures, such as exam or training fees.
- To reimburse the internship hosting company for failing to pass certain milestones or exam papers.
- To meet quota requirements that were not initially stated in the internship contract.
- To accept unexpected change in quota or commission rates/pays.

#### Advice:

Under these circumstances, you can seek to clarify whatever that is in dispute with the company in a polite way. Avoid interpersonal clashes. If issues in dispute cannot be settled by you and the company, seek counsel from your internship advisors.



**KNOW your  
RIGHTS!**





# safety

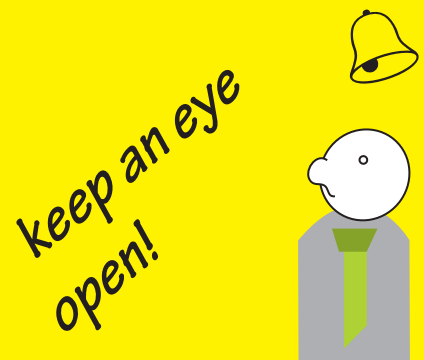
## 1.7

### Common employment tricks

- Very good job opportunities introduced to you by 'eager' friends or classmates.
- Job requires little experience or qualifications for a good salary or bonus.
- Extensive interviews on potential victims to collect information to manipulate victims.
- Invitations to seminars or talks where victims are subject to group pressure to engage in sales or paying money.
- The companies provide very little information about themselves or their products or services.
- Potential victims are told to keep the transactions' or dealings confidential.
- Invitations to enroll in training courses to upgrade certain work-related skills for a fee.
- Potential victims are persuaded to use credit cards or to loan money to settle fee payment.

The thing about frauds is that they prey on human weaknesses most of which we are familiar with: greed, impulsiveness, over-confidence, and ignorance.

If we are a bit more mindful of ourselves and the employment situation, the traps of employment should not be difficult to detect. On the left are some common features of employment traps:



be careful!

# safety

## 1.8

### How to protect yourself

This may sound strange, but the first thing one should do before searching jobs is to be aware of the dangers that are embedded in the work scene. Here are some general guidelines for job or internship applicants to help them avoid employment or internship traps:

- Be realistic and sensible about what is offered to you as rewards for your work and what is required of you.
- Be on the alert in interviews to avoid tricks and do not hastily produce personal documents (e.g. ID card) to protect privacy.
- Be cautious when asked to make payments or produce financial documents (e.g. bank cards) to avoid fraud and loss.
- Examine contract terms and conditions with care to avoid unnecessary future disputes.
- Do not sign any documents readily to avoid loss.
- Always check if your work duties match those prescribed by contract or agreement.
- Seek assistance from friends, career advisors, the Labour Department or the Police when in doubt.

In case of doubt, do check the business license and nature of business of the company you want to work for. If the actual nature of business and address deviate a lot from what is stated on the license, or if they cannot produce a valid license, or if the license is expired, it means something is going wrong.

Further information about employment traps can be found at this government website:

<http://www.labour.gov.hk/eng/public/eip/BewareJobTrap.pdf>



*Traps...traps  
and more traps!*



# skills

## 2.1

### Proper Attitude of Internship

#### An Internship IS

- A position to learn about your career
- An opportunity to develop your career
- A real life situation to show how reliable you are as a person
- A proper place for you to use your many different abilities
- An opportunity to form friendship and network for future work

#### An Internship IS NOT

- A break from your studies
- A place for smart students to get proper rubber-stamping
- A way for companies to exploit young people
- A place to sit and watch how other people work



*That's nice...*



# skills

## 2.2a

### Office Etiquette

#### General Office Etiquette

Ask before you borrow ANYTHING  
CLEAN UP after you use something  
CONTROL bodily odors and gases  
DO NOT fall asleep at your desk  
Open doors for your colleagues

#### Relationship with Colleagues

DO NOT leave your phone on your desk  
ringing without you there  
DO NOT get drawn into OFFICE POLITICS  
Keep lunch at your desk SIMPLE  
OFFER to make tea or coffee for colleagues  
Keep relationships between sexes SIMPLE

#### Communication with Others

Learn how to be FORMAL  
REMEMBER colleagues' names  
LEAVE bad habits at home  
LISTEN when others talk to you  
KEEP conversations on work matters  
End meetings with a hearty HANDSHAKE

#### Outside the Office



Attend business lunches ON TIME

TURN OFF your phone at lunch meetings

Remember to PAY for the meal if it is supposed to be shared

YOU approach people at conferences

Do not forget to NETWORK at conferences

Set your network TARGET

DO NOT get drunk at parties

DO NOT COMPLAIN about things and people

INVOLVE in office charities and parties



*not a place to share  
religious beliefs and  
political views either!*



*remember...  
ears on the wall....*



# skills

## 2.2b

### Email Etiquette

Address recipients as Mr., Mrs., Ms, Miss  
Be concise and to the point  
Answer all questions, and pre-empt further questions  
Use proper spelling, grammar & punctuation  
Be brief  
Answer swiftly  
Use proper structure & layout  
Read the email before you send it  
Use an appropriate subject line  
Use active instead of passive voice  
Show your full name, position, and contact number

Do not overuse "Reply to All"  
Take care with abbreviations and emoticons  
Avoid color background, wall papers and strange fonts  
Do not use email to discuss confidential information  
Avoid using URGENT and IMPORTANT  
Avoid long sentences  
Keep your language gender neutral  
Use cc: field sparingly  
Do not attach unnecessary files  
Do not write in CAPITALS



*Do you really need a  
SMILEY?*



*Don'T use LOL..LMAO etc,*



*NO chain letters...*  
...



*Do not bypass your  
your supervisor and  
email his/her boss!,*



# skills

## 2.3

### Cultural Awareness

The world has become more and more intertwined. In any internship, it is likely that you will have to either serve or work with people who have a different cultural background from you. It is important to be aware of this difference and learn to steer away from potential blunders.

#### General Principles

Admit that you don't know

Your way is not better and not the only

Suspend judgments

Empathy

Check assumptions

Become comfortable with ambiguity

Celebrate diversity

See examples on the next page.



# skills

## 2.4a

### Cultural Awareness

#### "Chinese" Collectivism

##### Face

People view themselves in terms of how others view them. e.g. Comments can become insults.

##### Relationships and seniority

Behave in a manner that is appropriate to your rank or relationship position. e.g. Do not talk back to supervisor even you may be right

##### Non verbal communication

Pay attention to non-verbal communication. e.g. a smile or a nod of the head may mean approval or even praise.

##### Meeting Etiquette

Low profile self presentation while showing respect for the person you meet. e.g. address colleagues with formal titles and relaxed eye-contacts.

##### Gifts

Gifts are taken along with their cultural symbolisms. e.g. Flowers may be associated with funerals.

#### "Western" Individualism

Comments are less likely to be taken as an insult.

You can defend your position on most occasions.

Praises and approvals are often explicit.

People are more direct and open when they present themselves.

Gifts are mostly received as they are without symbolic associations.



# skills

## 2.4b

### Cultural Awareness

#### "Chinese" Collectivism

##### Dining

Chinese prefer dinners held in public places. Consider being invited to one's home an honor. e.g. try to eat everything offered to you even you may not like some.

##### Communication & Relationships

Business is based on connections. The role of the intermediary is important. e.g. Learn to use intermediaries and be patient in building up a working relationship.

##### Business negotiation

Apply the seniority principle in negotiations. e.g. only the most senior member of the team will speak in a negotiation.

##### Business cards

A business card represents people's rank and achievements. Treat them with the most respect. e.g. give and receive them with both hands. Do not write on them.

#### "Western" Individualism

It's quite common to invite business colleagues to homes for dinner.

Intermediaries are possible but they do not carry as much significance.

Team members are often welcome to make their points at meetings and negotiations.

Less particular as how you handle business cards.





# skills

## 2.5

### Employer-Intern Expectations

#### Be aware of them

Expectations are often not written down on a rule book--yours or your employers, because they tend to vary from work situations. But you have to learn to be aware of them.

#### Be ready to negotiate

When employer's expectations do not meet the worker's, there is often room to negotiate.

#### Communicating expectations

Communicating one's expectations is not easy. But it is very important because it affects long term working relationships. Finding out a comfortable communication style--writing, talking over a personal meeting, proper timing and so on will help.

#### Seek feedback

The best way to find out whether you have met someone's expectation is to seek feedback. Be open about it. You do not need to agree all the time. But at least you can know clearly how other people perceive your work performance.

Employers and interns have expectations of each other. In many circumstances, meeting each other's expectations is the road to a satisfying and fruitful working relationship. But expectations are often 'hidden' and it will be good if you are aware of them and start to find ways to meet them.

### Align expectations with your values

You have to find out about your own values related to work. Trying to meet expectations that do not align with your values will drag you down in the long run.



# skills

## 2.6a

### Employer Expectations

Employers dislike your:

- Being late at work
- Leaving early for lunch and returns late
- Calling in sick when not sick ( Absent!)
- Talking to friends on phone at work
- Sending out EMAIL CHAIN
- MSN friends
- Engaging in other online activities (stocks, Facebook, MSN, Skype, your own work etc.)
- Taking office supplies home.
- Turning in projects/work late
- Failing to report progress appropriately
- Failing to seek help when needed
- Completing forms without reading directions
- Sending out emails with lots of mistakes
- Standing around being idle
- Sleeping on the job
- Dressing inappropriately
- Gossips
- Disrespect for coworkers
- Being arrogant
- Complaining about work / supervisor
- Disclosing company/client information to your family and friends
- Criticizing the company/colleagues after returning to the university
- Initiating termination of internship prematurely



*sorry, your employer won't tell you these things...*



*what a long list...!*



# skills

## 2.6b

### Employer Expectations

Employers like it when you:

- Work well with others
- Use time wisely
- Are always 'on time' with good attendance
- Follow directions
- Respect the property of others
- Volunteer to take up responsibilities
- Enjoy your work
- Take initiative in what you do
- Speaking positively about the company and colleague
- Are engaged at work like a permanent staff member
- Are well-disciplined and polite



# skills

## 2.7

### Communication

#### Johari Model

##### QD1. Known by self and others [open area]

- your 'public self'  
e.g. sociable, hardworking
- comfortable exchange
- defines how you work and relate

##### QD2. Known by others; not known by self [blind spots]

- your blind spots  
e.g. bad manners, being too noisy, messy
- can be made known to you through communication

##### QD3. Known by self; not known by others [avoided area]

- your secrets, avoided areas  
e.g. being too aggressive
- can be made open through communication
- revealing your weak spots
- helps others work with you

##### QD4. Not known by self and others [unknown area]

- your unknown strengths or weaknesses  
e.g. potential in work and shortcomings
- can be explored through communicating with others
- can enrich and empower you as a person and worker

Successful communication as defined by better mutual understanding moves from QD1 to QD4. Some ways to do this:

#### Self disclosure

- letting people you trust know about your avoided areas.

#### Self inquiry

- asking people about your blindspots

#### Self exploration

- discussing with people to find out areas unknown to you and others.



Interesting  
communication-  
growth Model !

All these are gradual and mutual processes that take place when sufficient trust is built-up.

DO NOT rush in to tell all your colleagues everything about yourself. You may lose respect if they cannot accept some of your shortcomings or personal secrets.



# skills

## 2.8

### Connections

It is important that you learn to make connections with people you get to meet at work or outside work during your internship. This is almost standard practice on any successful career path and is inevitable in the business environment.

#### How to do it?

Maybe you begin to develop a genuine desire to know people to learn from them, to care about them, and for the sake of developing friendships at a level that is different from the high school 'buddy' kind.

These new friendships will help you to:

- expand your horizon
- improve communication skills
- set up role models
- develop mutual interest

You may want to start by keeping their contact info and by writing down what is special about them

Name & contact info of friends

Comments:

Name & contact info of friends

Comments:



# skills

## 2.9

### Internship Learning

#### Objectives + Action Plans

##### Self-motivation

Take initiative to ask for additional assignment if you finish those on hand.

##### Be Proactive

Look for work when supervisor has not mapped out a systematic or detail internship plan (e.g. supervisor has to go on urgent leave) or when certain internship conditions have changed (e.g. project being delayed unexpectedly)

##### Problem-solving

Review relevant guidelines & operations manual first, and ask colleagues for help.

##### Attention to details

Pay attention to writing error free email/memo, minimize errors even in data entry or filing.

##### Project management skills

Take initiative to participate in projects (even employee functions).



*Real Work...!* 😊



# skills

## 2.10

### Time Management

#### Plan each day

Write a to-do list.

Keep a schedule to minimize conflicts and last-minute rushes.

#### Prioritize your tasks

Identify less important and time consuming tasks.

Spend your time and energy on those that are important.

Ask supervisor to set priority if in doubt.

#### Take the time you need to do a quality job

Doing work right the first time may take more time upfront. But errors usually result in time spent on making corrections.

In this event, you should keep your supervisor updated on the work progress.

#### Break large, time-consuming tasks into smaller tasks

Work on them progressively to complete the whole task.

Practice the 10-minute rule--work on a dreaded task for 10 minutes each day.

#### Limit distractions

Block out time on your calendar for big projects.

During that time, turn off your phone, pager, e-mail and Facebook.

#### Get plenty of sleep

Have a healthy diet and exercise regularly.

A healthy lifestyle can improve your focus and concentration.

Will help you save time as you work.

#### On Time

Do not get back late if you worked overtime the day before unless your supervisor told you so. Otherwise, you are expected to get to work on time.



*simple but  
useful...*

#### Evaluate how you're spending your time

Keep a diary of everything you do for three days

Determine how you're spending your time.

Look for time that can be used more wisely.



# impossible mission

## 3.1

### Grunt Work

#### Having nothing to do

If you do not have work to do, you can:

- always ask to see if someone else needs an extra hand.
- spend time to improve the work routines that are assigned to you.
- help with shared facilities such as refilling photocopy paper.
- DO NOT use spare time to network on Facebook, MSN, Skype, play video games, read a newspaper, or even study for your own examination.

#### Doing 'irrelevant' work

When you are asked to do work that appears to be irrelevant to your training or your official duties, you:

- take up work assigned to you with a positive attitude.
- learn to like what you do and try to be thoughtful about it.
- go beyond a work request—if you are asked to make coffee, clean cups too.
- DO NOT refuse work as long as they are reasonable or complain to other staff about how boring or irrelevant your assignment is.



*Work is not  
always nice...*

*But doing grunt  
work is always an  
important part of  
learning...*

### Overworking

When you are asked to do more than you should, you can:

- try to be generous and accommodating unless things go too far.
- DO NOT be calculating and learn to deal with the situation in a tactful manner.
- talk to your internship supervisor or manager if you really cannot manage.





# impossible mission

## 3.1

### Wrong Supervisor

Not getting along with people you work with can happen in any job. If this is happening to you, you should consider:

- learning to work together with someone who thinks and acts differently from you
- learning to draw a line between your job duties and the person you work with.
- doing your job well regardless of people factors.
- gently stating your position even if you do not agree with someone.
- DO NOT argue to prove your point.



*That doesn't  
kill you will make  
you STRONGER!*



# end game 4.1

## Internship Diary

### Work related topics:

- The various assignments and what you have learnt from them?
- What are the difficulties?
- How did you or other people solve these problems?
- What have you achieved at work?

### People related topics:

- Whom did you work with?
- How would you describe the relationships?
- Did you feel comfortable or not? Why?
- What do you know about these people, personality and ability wise?

### Event related topics:

- Is there any event at work or outside work that deserves your mentioning in your report?
- Why are they special to you?
- Who are the people involved?
- What was your role in the event?

### Your personal views:

A diary is personal. How you view work, people, and things is valuable, to you, and to the readers. So whatever, you may write about, make sure you include your views and how you feel about them.

You may not be used to keeping a diary with all that is going on in your personal life and work. However, keeping a diary at your internship will not only help you at work, your personal development, it will also help you reflect when you have to write your internship report at the end of your internship.

On the left are some of the topics you may want to touch upon when you write



# end game 4.2

## Summing up: Welcome to the world of work

### Manage your BRAND

Visual : dress, outlook, body language

Verbal : be professional, act maturely.

### Perception is reality

Your clothing

Your desk

Your hours

### Earn reputation, not grade

Consistency

Arrive early, stay late, volunteer for challenging work, ask questions

Listening long before you act or speak

Observe : office culture

Identify positive colleagues

Ask questions

### Be prepared

You can expect a certain amount of grunt work to be part of any internship.

Pay attention to all assigned tasks, no matter how trivial they seem to be.

Reflect the meaning of these tasks have for the organisation as a whole.

### Know your own internship goals

You may talk to your supervisor about adding more challenging work that will help you meet your internship goal.

You may ask co-workers if they have something for you to do.

If you are left with no structured assignments, read company literature, conduct information interviews with your co-workers, or write in your internship journal

### Your 1st day

Get up early!

Groom yourself

Dress professionally (but not overdress)

Check your body smell

Have breakfast!

Be pleasant &

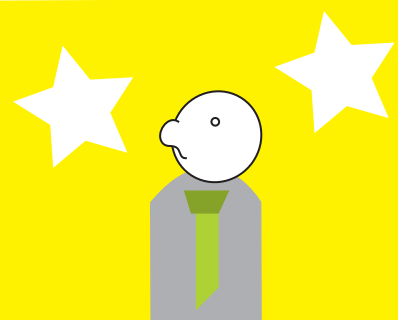
Stay positive



*Here comes the  
real thing...*



*Time to get  
ON STAGE...*



# end game 4.3

## Build your CV

### Examples:

"Teamed with the computer service staff to test and evaluate the point-of-sales program. Successfully selected, installed and trained over 80 users, resulting in a saving of 30% operating fee."

"Created and maintained a database containing comprehensive information on 5,000+ species of plants in Hong Kong."

"Revamped the filing system and cleared a backlog of 1000+ records of the past 3 years."

"Assisted in planning and organising office removal that caused minimal disruption to daily operations."

"Re-edited a 60-page training manual for the train-the-trainer program on stress reduction."

"Handled over 30 phone-in orders daily from hotline and successfully crossed-sold supplementary services on over 50% of the orders."

Attached is a "Grade A" CV for your reference.

Show EVIDENCE on competencies you claim to have.

What are the desired competencies?

Any interpersonal, communication skills?

Evidence of self-motivation, detail orientation, team work skills....?



end



**LAM Siu Ling, Shirley (林小玲)**

Address: Flat A, 12/F, Arsenal Mansion, 111 Playground Road, Kowloon, Hong Kong

Telephone: 1234 5678 Email: shirley.lam@gmail.com

**Personal Profile**

An enthusiastic, committed and people-oriented young professional with an outgoing personality, solid voluntary work experience, and excellent project planning skills, aspiring to focus on a career in providing quality social services to needy, in particular to young people. A proficient communicator, at all levels, is able to work independently and in groups with excellent performance.

**Education**

- |           |  |                |
|-----------|--|----------------|
| 2007-2010 | <b>City University of Hong Kong</b><br>BA (Hons) in Integrated Strategic Communication | CGPA: 3.27/4.0 |
| 2007-2008 | <b>Oxford University, UK</b><br>Academic Exchange                                      |                |
| 2003-2005 | <b>St. Mary's Girls' College</b><br>Hong Kong Advanced Level Examination               |                |
| 1998-2003 | <b>Canossa College</b><br>Hong Kong Certificate of Education Examination               |                |

**Internship Experience**

<b>Hang Seng Bank</b>	June – Aug 2008
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Summer Intern (Teller)

- Provided counter service, dealing with 40 clients daily
- Coordinated with marketing department to increase 5% sales each month

<b>Hong Kong Examinations and Assessment Authority</b>	July- Aug 2007
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*Part-time Administrative Assistant*

- Provided support to senior officers to eliminate unexpected errors, 10 per day
- Provided trail tests in examination marking system

**Work Experience**

<b>California Fitness</b>	Sept 2007 - Jan 2008
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*Part-time Receptionist*

- Organised 1 club activity per month and provide customer services
- Cooperated with sales department to enhance company sales, 7% per month

<b>ABC Ship Management (HK) Limited</b>	July 2006 – Sept 2006
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*Temporary Purchase Assistant*

- Processed 10 shipping orders and handling 20 delivery records per day

## Overseas Exposure

**HSBC, International Business Paper Competition, Copenhagen, Denmark** 2009

- Teamed up with 5 members to submit a business proposal on globalisation
- Successfully selected from a total of 50 entries to represent HK and was awarded one of the best 20 papers worldwide

## Extra-curricular Activities

**The English Society, CityU, External Secretary** 2008

- Prepared 4 event proposals and supported programs planning
- Liaised with other societies within and outside CityU

**Rugby Society, HKU SPACE, Team Manager** 2006 - 2007

- Worked with 12 executive members and 40 team members
- Led team members to win 3 territory-wide Rugby Competitions

**St. Mary's Girls College, House Captain** 2003 - 2004

- Managed events, planned resources for inter-house competitions

## Community Service

**Holy Cross Church, Volunteer** 2001 - Present

- Organizing camps and activities for target groups
- Acting as Master of Ceremony during events

**Shanghai Expo in Hong Kong, Volunteer** September 2008

- Provided interpretation services to foreign and mainland visitors
- Provided information and answering visitors' enquiries

## Awards

Champion, Joint University Touch & Tag Rugby Competition, HK Rugby Football Union 2007

Gold Award for Volunteer Service, Social Welfare Department 2002- 2005

## Other Qualifications

**Hong Kong Red Cross Standard First Aid Certificate** 2008

**LCCI** Pass with Credit in second level of Bookkeeping and Accounting 2003

## Language Proficiency and Computer Skills

Native speaker in Cantonese, fluent English and Putonghua, basic German

Proficiency in the application of MS Office, Outlook Express, Photoshop, Frontpage

## Interests and Hobbies

Rugby, Swimming, Badminton and Photography