

退休人士任市區更新導賞員 退而不休發揮所長 跨代交流促進共融

Retirees Appointed as Urban Renewal Docents Continue to Contribute to Society while Enhancing Cross-generational Integration



Miu慶幸有機會參與導賞工作，並已把之視為其「第二事業」。

Miu is grateful for the opportunity to become a docent, which she considers her 'second career'.

不少年長人士即使退休後仍希望重回職場，繼續貢獻社會。為了支援中高齡人士再就業，以及推動跨代共融文化，市建局去年首次招募有意再就業的退休人士擔任兼職導賞工作，向公眾推廣市建局的市區更新工作與使命。退休後重投工作的潘志忠（Emanuel）及吳妙儀（Miu），自去年年中起便駐於中環中心地下的市區更新探知館負責導賞工作，自言除了可繼續發揮所長外，還有意想不到的得著。

退休前從事旅遊業的Emanuel，於80年代便以導遊身份接待外國旅行團，客人多來自歐美。對於「帶團」，Emanuel自是有一番心得。「英國人嚴肅所以有時說話要幽默一點；美國人最愛發問，解答到問題

Many elderly and middle-aged people nowadays, despite having retired, still hope to rejoin the workforce and continue to contribute to the society. In order to support their employment, as well as to promote cross-generational integration, the URA has for the first time recruited retirees as part-time docents to promote the URA's mission and its work of urban regeneration to the public. Since mid-2019, retirees Emanuel Poon and Miu Ng have been stationing in the Urban Renewal Exploration Centre ('UREC') on the ground floor of The Center, conducting guided tours. Besides being able to continue serving with their skills, they both find the work unexpectedly rewarding.

Emanuel started his career in tourism in the 1980s, when he first worked as a tour guide receiving international inbound guests mainly from Europe and the US. Over the time, he has developed some insights about his role, "British visitors

他們會表示感謝；以色列人最喜歡數字，所以事前要做足功課掌握有關香港的數據資料……」簡單而言，就是要了解接待對象，投其所好。經歷過香港旅遊業最風光的日子，Emanuel後來退居幕後，在退休前一直協助香港旅遊發展局研發旅遊路線和產品。

Emanuel性格愛接觸人，退休後卻要留在家，經驗無用武之地，常常感覺若有所失。因此當他知悉市建局聘請退休人士當導賞員時，當下便決定申請，「我還有很多東西可以做，很感激市建局給我們這些中高齡人士機會去發揮所長。」

加入市建局後，從以往接待遊客介紹香港，到今天為學生及公眾帶導賞團講解市區更新，Emanuel樂見其「講故佬」技能可再大派用場。例如當介紹不同的保育或活化項目時，他都能娓娓道來相關的歷史故事，為導賞團增添不少趣味。「介紹百子里公園時，我會說有關辛亥革命的故事，例如輔仁文社會長楊衢雲在結志街被暗殺的歷史；談到太子道西的保育活化項目時，又會說些關於戰前唐樓的故事和建築特色……」導賞團參加者有學生也有普通市民，Emanuel會視乎對象剪裁不同程度的資料，讓參加者更容易理解內容。

can be quite uptight, hence, a sense of humour may help loosen them up. Americans are the most inquisitive, and they'd appreciate your effort for answering their questions. Israelis are obsessed with numbers, so it's important to have your figures about Hong Kong ready before the tour begins." To simply put, one has to understand the guests to cater to their needs. Having gone through the heyday of tourism in Hong Kong, Emanuel left the frontline and worked backstage afterwards to help develop various sightseeing tours and products for the Hong Kong Tourism Board before he retired.

Describing himself a people person, Emanuel lost his sense of purpose when he retired and spent much time at home, without any opportunity to utilize his skills. Thus, he was excited to know that URA was recruiting retirees as docent and applied immediately. "I still have a lot to contribute. I am grateful for the opportunity the URA has given to the middle-aged and elderly like us to make good use of our skills."

After joining the URA, Emanuel is able to convert his expertise acquired from conducting tours for travellers in Hong Kong into great docent experience on urban renewal for students and the public. He is particularly glad to display his storytelling skills in his new role. For instance, when he introduces various heritage preservation or revitalization projects, he will supplement with interesting historical stories to spice up the tours. "When I introduce Pak Tsz Lane Park, I will tell stories about the 1911 Revolution, such as the assassination of Yeung Ku-wan, President of Furen Literary Society on Gage Street; when I present the preservation



Emanuel（中）與參加市建局實習生計劃的大學生交換帶導賞團技巧。

Emanuel (middle) and university students participating in the URA internship programme exchange views on docent skills.



Emanuel 於 80 年代以導遊身份接待外國旅行團，客人多來自歐美。他後來退居幕後，退休前一直協助旅遊發展局研發旅遊路線。

Emanuel worked as a tour guide in the 80s receiving international inbound guests mainly from Europe and the US. He later worked backstage to help develop tour products for Hong Kong Tourism Board.

本想繼續貢獻所長的 Emanuel，重投工作後才發現原來自己也有得著。工作期間，Emanuel 有機會與市建局實習生計劃的大學生一同合作，並就導賞技巧、尤其是如何與學生溝通方面交換意見。「大學生會告訴我年輕人的潮流喜好，我則會教他們年長一點人士的用語，例如『摩登』即 modern、『花臣』乃源自英文 fashion 等等，這樣的互相學習過程很有趣。」原來兩代人不一定會有代溝，還可以共融學習。

至於另一位導賞員 Miu，也異口同聲表示很開心能與年輕同學合作，「實習學生亦會從年輕人的角度向我們提供意見，如可多些透過提問的形式，引起年輕人的興趣，在互相交流過程中大家獲益良多。」Miu 於退休前任職私人公司負責人的助理，長時間埋首在文件堆，形容工作千篇一律。如今慶幸有機會參與導賞工作，她已把之視為其「第二事業」，「以前工作是為生活，現在則可為興趣，做一些自己喜歡的工作，接觸更多不同背景的人，真正體現自己的價值。」

轉換新工作環境後，很多人在入職初期難免會遇到挑戰。Emanuel 和 Miu 都不諱言，很多有關市區更新的知識並不是一時三刻可鯨吞得下。「甚麼是市區更新 5R 策略？要完成舊區重建必須經過甚麼程序？這些都是很專門的知識，要花一點功夫才能記下來。」為了協助兩位新成員儘早適應新工作環境，市建局亦為他們提供一連串的在職培訓，讓他們更好地掌握各種市區更新資訊。

and revitalization project of Prince Edward Road West, I will talk about pre-war Chinese buildings and their architectural characteristics.....” While those joining the guided tours include students and general public, Emanuel will customise the content for different audience to make it easier for everybody to understand.

With an intent to contribute at the beginning, Emanuel eventually realised his new gains from the job—an opportunity to work with the university students who participated in URA internship programme. They shared views on how to conduct guided tours, in particular, skills for communicating with students. “The students told me about youngsters’ liking these days, and I shared with them some slangs we used in the old days which were transliteration of some English words. This kind of exchange was very interesting.” Different generations do not necessarily clash but can get together harmoniously and learn from each other.

Miu, another docent, agreed with Emanuel that it was a pleasure to work with the young students. “The interns gave us feedback from the perspective of young people. For instance, we can stimulate youngsters’ curiosity by asking them questions. We both benefited from the exchange.” Miu was an assistant for a private company’s director before her retirement. Her job mainly involved mundane paperwork. She is grateful for the opportunity to become a docent, which she considers her “second career”. “I used to work to make a living; now I work to enjoy life, meeting people from all walks of life, and realising my true value.”

Changing to a new workplace inevitably brings in new challenges in the beginning. Both Emanuel and Miu admitted that it was not easy to acquire massive information and knowledge about urban renewal within a short time. “What are the 5R urban renewal strategies? What procedures must be taken to redevelop an old area? We have to

能夠將市建局的工作理念與公眾分享，連繫社區，Emanuel和Miu俱覺得這份導賞工作十分有意義。然而除了在探知館內導賞外，Emanuel更期望未來可大展拳腳，當日後中環街市完成活化工程後，可連繫毗鄰的H6 CONET社區空間，以及卑利街 / 嘉咸街項目和中西區一帶的活化保育項目等，為公眾提供滿載地區歷史特色的導賞體驗。

如果想聽聽Emanuel和Miu的導賞介紹，歡迎到市區更新探知館網站預約導賞服務：<http://urec.org.hk/urec/about/>。公眾人士可預約於逢星期五指定時段舉辦的導賞團，團體導賞團則於星期一至五指定時間舉行。



make painstaking effort to memorise all these specialized knowledge and information.” In order to assist the two new members to fit into the new workplace, the URA has provided them with on-the-job training to equip them with a good grip on information about urban renewal.

Both Emanuel and Miu find their job as docents very meaningful, as they can share the mission of URA's work with the general public, thus building a connection with the community. Emanuel is already thinking big outside the UREC – upon completion of the Central Market Revitalisation Project, he looks forward to enriching the docent experience filled with local history with an additional coverage of the Central Market which connects the adjacent community space “H6 CONET”, as well as other revitalization projects around Peel Street/Graham Street.

Those interested to join the guided tours are welcome to make an appointment on the UREC website: <http://urec.org.hk/urec/about/>. General public are welcome to book a tour at selected timeslots on Friday, while group tours are held at specified timeslots on Monday to Friday.

市區更新探知館

市區更新探知館自2009年啟用以來，為學生、社區團體和公眾人士提供有關香港市區更新的資訊，包括市區老化問題及市建局的使命與工作等。探知館座落於中環中心地下H6 CONET公共空間，館內設有舊區生活探索、展覽區、互動多媒體設施和交流區等，提供更多互動性、知識性和趣味性的資料，藉此啟發參觀者以多角度認識和思考市區更新不同議題。

所有參觀時段必須預約。

導賞時段：

星期一至星期五（公眾假期除外）上午10時至中午12時及下午3時至下午5時

自助語音導賞時段：

星期一至星期五（公眾假期除外）中午12時30分至下午2時



The Urban Renewal Exploration Centre

Since 2009, the Urban Renewal Exploration Centre ('UREC') has been providing students, community organisations and the general public with information about the urban renewal in Hong Kong, including the problem of urban decay and the mission and work of the Urban Renewal Authority ('URA'). The UREC, located in H6 CONET, a community space on the ground floor of The Center, presents a real-life experience of dilapidated housing, interesting exhibits, interactive multimedia facilities and sharing corner. It aims to inspire visitors to understand and approach urban renewal issues from various perspectives.

All tours are by appointment only.

Guided tour:

Mon – Fri (except public holidays) 10:00 am to 12:00 pm & 3:00 pm to 5:00 pm

Audio guided tour:

Mon – Fri (except public holidays) 12:30pm to 2:00pm