

The Hong Kong Jockey Club Tin Shui Wai Telebet Centre

The Hong Kong Jockey Club Tin Shui Wai Telebet Centre is located in the Car Park Block of Tin Heng Estate with a capacity of 1,000 workstations. It has many new ergonomics and safety design features, such as glass partition workstations, compact barrisol ceiling system, eye-relaxing feature walls and indoor garden.

Date and Time

- 20 March 2010 (Saturday)/ 3:00 to 5:30pm (Visit starts at 3.30pm)

Program

- Introduction of The Hong Kong Jockey Club and Tin Shui Wai Telebet Center
- Illustration of the center design in relations to ergonomics, workplace health and safety and wellness management
- Demonstration of the Tasks of Telebet Services Assistant
- Walkthrough visit the Tin Shui Wai Telebet Centre: Operator Hall, Indoor Garden, Facial Recognition Attendance System, Oasis, etc.

Meeting Place

- Meet at Tin Shui Wai West Rail Station, Exit A

Number of Participants

- A max of 20 participants

Free of Charge for HKES Members!

For Enquiries

- Justine Chim (Mobile: 950 99 383/justinechim@my-ergonomics.com)

To join us, please email your full name, mobile number and email address by **15 March 2010** to justinechim@my-ergonomics.com. For enquiries, please contact Justine Chim at 950 99 383 or email address as above.

Please take note the Society is not responsible for any liability associated with this site visit. Members might wish to have their own personal accident insurance if deem necessary.

先進設施 貫徹關懷員工理念 - 天水圍電 An Innovative and Caring Workplace - Tin Shui



全新的天水圍電話投注中心，第一期營運擁有402個工作台，已於5月13日正式投入服務。至現時為止，約1000名員工成功通過5日職前訓練並獲招聘。這新中心營運非常暢順，而其新的設備均達到預定水平，由6月10日起服務時間更拓展至通宵足球投注服務。

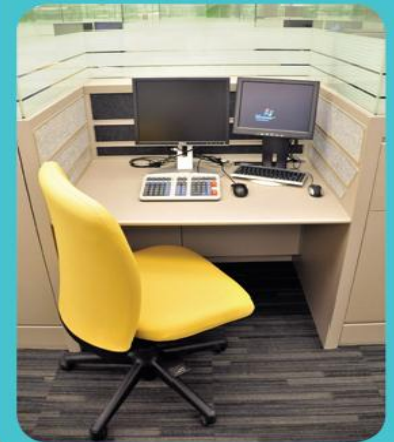
The new Tin Shui Wai Telebet Centre started its phase one operation with 402 workstations on 13 May 2009. So far, about 1,000 new part-time Telebet operators have been progressively recruited after they successfully completed a 5-day job training course. The operations have been smooth with all new facilities functioning at the required standards. Starting from 10 June 2009, the Centre has extended to full overnight operations for football betting on popular match nights.

天水圍電話投注中心由停車場改建而成，因此需要進行大量結構性改建工程。在設計上採用了全新的概念，不但展示了現代化外型，同時亦提升營運效益，更貫徹關懷職員的理念。中心各項設施亦達到很高的職業安全及健康水平，如香港生產力促進局認證為良好級別的通風系統、獨立實驗室認可優質的食水中央處理系統及香港理工大學認證符合人體工學的工作台等。中心亦安裝了先進的「自動話音分配平台」、網路系統及「員工面型識別值勤裝置」，令管理更為現代化，為客戶服務提供創新發展的空間。

As the centre is converted from an under-utilised car park building, extensive structural reconstruction works were carried out. The architectural design is innovative - not only does it present a modern outlook, but it also enhances operational effectiveness as a call centre and a caring workplace. The Centre has also achieved high occupational safety and health standards, having its indoor air quality classified by Hong Kong Productivity Council as "good", the centralized drinking water system certified by an independent laboratory, and the ergo-design workstation certified by the Hong Kong Polytechnic University. It has also installed advanced IP-based Automatic Call Distribution platform, mega byte data network and facial recognition attendance system for modernised management and new service development capability.

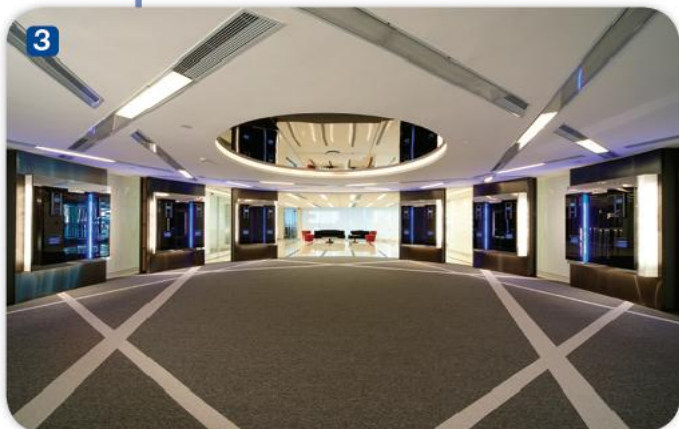
香港理工大學認證
符合人體工學的工作台
Ergo-Design Workstations
Certified by Hong Kong
Polytechnic University

- 三款不同設計的工作台配合運作需要
- 符合國際人體工學標準，尺寸根據澳洲標準指引訂定
- 中心預留可調較高度的腳踏供有需要職員使用
- 不反光及可調較高度的電腦顯示屏
- 不反光及色調配合的鍵盤
- 椅背高度、座位深度及腰部承托均可多角度調較的座椅
- Three unique models to meet operational needs
- Compliance with international ergonomic standards, dimensions referenced to Australian standards
- Optional foot rests for maximum staff comfort
- Non-reflective and height-adjustable computer monitors
- Non-glaring and colour-matching keyboards
- Angle and height-adjustable task chairs



話投注中心

Wai Telebet Centre



1 現代化控制室提供高質素管理。
Sophisticated control room provides quality monitoring.

2 相隔的工作台用上隔音物料及弧形玻璃頂，並使用玻璃間隔，有助隔音並保持室內環境光線充足，感覺更寬敞，亦方便員工溝通。

Alternate seating equipped with sound absorbent materials and curved glass tops for acoustics and lighting control. The glass partitioning can increase a sense of spaciousness and improve visual communication.

3 職員值動大堂設有服務櫃台及員工面型識別值動裝置
Staff admission hall with facial recognition attendance system

4 訓練室及電子資訊走廊
Lecture theatre and multi-media walkway

5 多功能職員餐廳
Multi-functional cafeteria

6 休息區
Break-out zone