

英文

國泰事件對香港的啟示

The enlightenment the Cathay Pacific incident gives to Hong Kong

國泰航空服務人員被指歧視講普通話的乘客，在兩地激起巨大回響。國泰兩日內三次道歉，並於昨晚將三名有關人員解聘，其行政總裁在聲明中表示，對於個別員工嚴重違反公司規章制度及道德準則的行為持「零容忍」的態度，決不姑息，並會從三個方面作出全面檢討。國泰此次處理事件迅速，但最終效果如何、會否真正得到改善，還有待觀察。另一方面，整個香港社會要以此事為鑒，真正提升整體的服務水平。

本月21日由成都飛往香港的國泰航班上，有空中服務人員譏笑英語說得不好的內地乘客，並以「聽不懂人話」來取笑不懂粵語的乘客。航空公司的國際化程度高，掌握多種語言是空服人員的基本職業要求。既然有關航班的乘客大多數為內地乘客，空服人員理應提供普通話服務，而不是一味以英語溝通。從網友提供的視頻來看，有關空服人員並非聽不懂普通話，而是扮作「聽不懂」，服務惡劣，這是明顯的歧視，是絕對不能接受的。

乘客付錢買票，票價中就包含了服務。乘客是來享受服務的，而不是被無視、被侮辱、被嘲弄的。一石激起千重浪，今次事件勾起曾遭不禮貌對待的乘客的痛苦回憶，引起強烈的共鳴。我們不能簡單地認為這是「網絡效應」，而應從中看到問題的實質。

國泰以往曾出現過類似問題，但應對時往往是走流程、作官式回應，處理結果也是避重就輕。但此次處理果斷、迅速，值得肯定，正如有媒體人所說「香港和以往大不一樣了」。然而，公眾不願意看到只是拿個別基層服務人員出來「祭旗」，國泰更應該深刻反省，刮骨療毒，全面審視服務流程、人員培訓等相關制度。另一方面，國泰持續虧損多年，特別是三年疫情期間，特區政府投入數百億元公帑為國泰「續命」，從保障公眾利益的角度，特區政府不能做「旁觀者」，而是要扮演積極角色。

更重要的是，香港社會需要舉一反三，審視各行各業內有沒有類似的問題。事實上，香港全面復常之初，有內地網紅專程來港體驗說普通話會有什麼待遇，結果聲稱遭遇歧視；今年五一期間，社交平台上也不乏類似「吐槽」。可見其他服務業也是良莠不齊，需要反思，切實端正服務意識，提高服務質素。業界以及特區政府有關部門要從整體及長遠角度着眼，找出行業存在的普遍性問題，切切實實去解決。

在事件發生後，有位內地網紅V在談起感想時，舉了一個例子。他在澳洲與家人去看急診時，當地醫生問他需不需要中文服務，並專門強調說：你英文很好，但這不是你的義務，是我們的責任。「這是我們的責任」，這簡單的一句話，反映出了強烈的責任感，以及高度的服務意識。一位醫生尚且如此，更何況是空中服務人員？香港各界應從中得到啟示。

需要指出的是，國泰代表不了香港，有關空服人員更代表不了整個香港服務業。在兩地交流的洪流中，這類惡劣的事件是偶發的、局部的，不能一棍打死所有人。客觀而言，普通話在香港越來越受重視，內地遊客在香港獲得熱心幫助的溫情故事更是數不勝數，所以也要慎防別有用心者故意炒作事件，製造兩地矛盾。香港社會引此事為戒，不斷提升服務質素。「用心待客」，香港依然是「好客之都」！

Some cabin crew members on a Cathay Pacific Airways flight were accused of **discriminating against** Putonghua-speaking passengers, which has aroused strong repercussions among people in Hong Kong and on the Mainland. The airline has made three apologies in two days and sacked the three crew members concerned last night. In a statement, Cathay Pacific's Chief Executive Officer (CEO) said the airline had a "zero-tolerance approach" to serious breaches of the company's policies and code of conduct and "there is no compromise for such violation", adding that the airline would conduct a comprehensive review from three aspects. While Cathay Pacific has dealt with the incident promptly this time, it remains to be seen whether its measures are effective in the end and whether there will be improvements in reality. On the other hand, whole Hong Kong society should take this incident as a lesson to truly improve the overall service quality.

On a May 21 Cathay Pacific flight from Chengdu to Hong Kong, some cabin crew members ridiculed some Mainland passengers who could not speak English well, and **made fun of** passengers who did not understand Cantonese saying they "understand no human language". Airlines have high-level internationalisation, hence being multilingual is the basic occupational requirement for a cabin crew member. Since the majority of passengers on the flight concerned are Mainlanders, the cabin crew members should have provided services in Putonghua instead of communicating in English exclusively. From the audio clip provided by a netizen, it was not the case that the cabin crew members concerned did not understand Putonghua but they simply **played dumb** in ill-mannered service. This is discrimination through and through, which is absolutely unacceptable.

A passenger pays money to buy an air ticket with services included in the price paid. A passenger taking a flight to enjoy services not to be ignored, insulted, and/or ridiculed. A tossed stone raises a thousand ripples. This incident refreshed passengers' bitter memories of being treated impolitely, arousing strong repercussions. We must not simply regard this simply as "network effect" but should see from this the nature of the problem.

In the past similar incidents also occurred with Cathay Pacific. However, the airline's handling such incidents was just a formality to give some bureaucratic responses, evading important matters and dwelling on the trivial. This time, its reaction is decisive and prompt, which is praiseworthy. Just as some journalist put it, "Hong Kong is now quite different from the past". Nevertheless, the public are not satisfied to see that only a couple of grassroots cabin crew members are used as "sacrifices". Cathay Pacific should do deep **soul-searching** and "scrap the bone clear of toxin", conducting a comprehensive review on its service procedures, staff training and other relevant regulations and rules. On the other hand, Cathay Pacific suffers losses for many years in a row. During the three years of the Covid-19 epidemic, in particular, the SAR Government injected tens of billions of dollars of taxpayers' money into Cathay Pacific to "sustain its life". From the perspective of protecting public interests, the SAR Government must not remain as a "bystander" but instead should take a more active role.

More importantly, Hong Kong society should learn by analogy from this incident to find out whether similar problems exist in other industries and sectors. In fact, in the early days when normal travel between Hong Kong and the Mainland was fully resumed, a Mainland cyber celebrity came to Hong Kong with the purpose to see how a Putonghua-speaker would be treated and in the end claimed discrimination was experienced. During the May Day long holiday, many similar complaints were also posted on social media platforms. From this, it can be seen that other service industries are also made up of all kinds of people. They also need to do soul-searching to really heighten service awareness and improve service quality. Industries concerned and relevant government

departments should, from an overall and long-term perspective, find out common problems with the industries and solve them in a down-to-earth way.

After the incident, a Mainland cyber VIP made his comments by taking an example with his personal experience. While in Australia, once he and his family went to the emergency room where a local doctor asked him whether they needed Chinese-language services and specially stressed that "your English is very good, but this is not your obligation but our responsibility". Such a simple sentence shows a strong sense of responsibility and keen service awareness. Even a medical doctor should have such service awareness, let alone cabin crew members of air flights! Various sectors of Hong Kong society should be enlightened from this.

It must be pointed out that Cathay Pacific cannot represent Hong Kong, not to mention that the cabin crew members concerned cannot represent the whole of service industries in Hong Kong. In the mighty torrent of exchange between Hong Kong and the Mainland, such an outrageous incident is occasional and fragmentary. We should not **tar** the whole aviation and other service industries **with the same brush** just because of this incident. Objectively speaking, Putonghua is being given more and more attention in Hong Kong, and there are numerous tender stories about Mainland visitors get warm-hearted helps in Hong Kong. So we also must remain vigilant against the possibility that some persons with ulterior motives may make use of the incident to stir up conflicts between Hong Kong and the Mainland. Hong Kong society should take this incident as a lesson to keep improving service quality. "Treating guests heartedly", Hong Kong is still a "city of hospitality"!

WORDS AND USAGE

• **Discriminate against sb/sth** (phrasal verb) – to single out a type of person or thing for special negative treatment or denial of equal treatment. (歧視)

Examples:

1. They believe the law discriminates against women.
2. She felt she had been discriminated against because of her age.

• **Make fun of sb/sth** (idiom) –

To make unkind insulting remarks about someone or something. (取笑，譏笑)

Examples:

1. Please stop making fun of the movie. You don't have to sit here and watch it, you know.
2. The other children were always making fun of him because he was fat and wore glasses.

• **Play dumb** (idiom) –

To pretend to not know or not understand something. (裝傻，扮無知)

Examples:

1. Don't play dumb with me – I know you took the money.
2. I'm supposed not to know that he is getting fired, so I'm just going to play dumb the next time I see him.

• **Soul-searching** (noun) –

Careful thought about your beliefs, attitudes, or actions because you think it is important to behave in an honest and moral way. (自我反省，反思)

Examples:

1. I did a lot of soul-searching, trying to find out what had gone wrong in my life.
2. After much soul-searching, he decided it was wrong to vote in the elections.

• **Tar (sb/sth) with the same brush** (idiom) –

To unfairly categorize someone or something as being the same as another person or thing, usually in a negative manner. (一竿子打翻一船人)

Examples:

1. Just because the CEO turned out to be a rotten scoundrel doesn't mean we should tar the entire company with the same brush.
2. Football supporters all get tarred with the same brush when there's trouble.

從反思中進步



一些比較長的寫作練習當中，在批改之後我喜歡鼓勵學生撰寫一篇反思性的短文 (Reflective writing)。

思維過程其實涉及兩方面，第一是反思性思維；第二便是批判性思維。兩者不是獨立的學習過程，反而是緊密連繫的。

很多學生也是單向地針對負面的評語，其實在寫作的範疇，沒有最好，只有更好。反思性寫作最大的好處是給學生一個機會再一次評估自己的寫作及改良第一個版本。

寫作結構跟一般學術性文章會有不同，不是描述自己的寫作或把原文綜合一次。反之是通過不同角度深入思考分析原文，把自己的經驗及原文的分析對自己及他人的行為思考作一個批判性評估，大部分篇幅也是以第一身撰寫及第三身去評估坊間的理論或研究，寫作目的很多時候是

希望能改善將來的寫作。

我們看看以下節錄的reflective essay例子，大家可以指出寫作手法跟其他學術文章的不同嗎？

In my essay, I had a greater understanding of Lock & Jones' (2011) idea about presenting grammar in context and this allowed me to improve my text analysis. Integrating daily English communication into my text analysis is one of my strengths, and so I have enjoyed experimenting with the use of media text from BBC Channel 4. A script from an episode of 'George Clark's Amazing Space' television program is analysed. Passive voices and colloquial language are illustrated and analysed. The conversations were quite contrived, but also interesting and inspirational. I realised that some native British tend to use a certain form of

colloquialism to persuade the audience of the value of their language. However, this value was determined solely by whether the target language could be interpreted. This insight into my own learning means I will start my next essay with a variety of grammatical forms.

劃線部分指出：全文會用

"I" 第一身說明自己在完成寫作後反思的感受。另外，斜體部分指出第三者或坊間的資料來源時候會用被動句。最後帶出反思之後學習到改善將來的寫作。



其實Reflective writing不僅是練習寫作的一部分，可以說是增強學習能力的一種工具。

學生有時需要比較長的時間撰寫這一種反思性的文章。

透過思考過程、涉及批判性分析，學生慢慢在不自覺中提升洞察力，幫助連繫自我認知、邏輯思維及行為方式。

Abc
續FUN英語

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