

尊重他人 回饋社會

Respecting Others and Devoting to the Society

校友專訪 / Alumni Feature

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2010年南澳專科學院酒店款待業高級文憑畢業
現為村爺車仔麵的創辦人

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2010 Advanced Diploma of Hospitality, TAFE SA
The owner of noodles shop "GrandPaMura"

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「在砵蘭街開了第一間車仔麵舖後，發現原來有不少街坊生活困難，特別一些公公婆婆以執紙皮為生，很需要幫忙。於是，我在同一條街多開一間平價麵店，以便服務更多街坊。」五年前於酒店款待業課程畢業的Nelson，今天已是兩間麵店以及一間私房菜餐廳的老闆，也是紅酒班的導師，以為身為老闆的他「向錢看」的人？非也，Nelson 對成功的看法是「能幫助的，都去幫助，就是成功。」

"I started my first shop in Portland Street. I then realized that there are a lot of people who are living in poverty in the district, especially the elderly who earn their living by collecting cardboards on the street. So I started another shop in the same street to serve more people." Nelson graduated from HKUE's Hospitality Programme. Five years later since his graduation, he has become a boss who has two noodles shops and one private home cuisine restaurant. He is also a mentor of red wine courses as well. In Nelson's opinion, being successful means helping the people in need.

尊重別人 良心老闆

訪問期間，一位老伯伯走進店內，Nelson立刻站起來扶著他，讓他慢慢的坐下，還親自替他點菜。

「有些婆婆收入雖低，亦堅持不要免費麵。所以每逢一號，我們會推出十元麵，讓他們受惠，我還會送他們豆漿。」Nelson說。

在香港經營食肆，由於成本上漲，食肆的目標多趨向如何控制成本、提高收費、進行市場推廣等，維持食物質素及人情世故等元素像是已成過去的成功之談。然而，才二十多歲的Nelson，卻堅持以誠對待任何人，包括任何階層的客人、員工、學生等。

「在HKUE讀書時，老師跟我們分享了一個自身的經歷：一位同事忽然在他正在使用的房間裏出現，由於文件機密老師於是禮貌地請他出去，卻換來對方的怒罵。但老師不僅沒有發脾氣，還耐心地協助對方安排地方。他跟我們分析每個人做事都有自己的觀點與角度，我們必須尊重。」自此，Nelson常常提醒自己要懂得尊重他人。

「每個人都有長處，總有可以學習的地方。對於別人的缺點，我不會多談論，相反他的優點我會學習，化為己用。」

Nelson把從老師身上所學的以人為本，也放在員工身上，希望大家互相尊重。

「我尊重我的員工。每個人都希望開心上班，有時候我會買一些黑毛豬給他們當午餐。已定下的上班或放假時間，如要修改也可商量。我希望從他們的角度來看事情。」

不怕吃虧 心中富足

訪問期間Nelson多次主動招待客人，沒有吩咐員工做這個做那個，並不計較自己是老闆的身份。

「以前上烹飪實習課後，老師也不計較主動洗碗，這些本來是清潔阿姨的工作。」老師的行為啟發了Nelson，讓他明白很多事情不必計較。

「有時候不用跟客人計較，他們飯不夠就免費添飯，麵不夠就免費加麵。即使我教紅酒班，我也會拿所收的學費，請同學大吃一頓。正因如此，我交了很多好友。店舖開張時，朋友就下班來幫忙、消費，都不跟我計較，有些更成為股東。」

「HKUE是我生命中的一條鑰匙，開拓了我的人生觀。」在Nelson的店舖裏，除了成本及利潤外，還有濃厚的人情味，他傳承了老師們尊重別人的精神，更把這精神發揚光大，回饋社會。



Nelson常常接受不同的媒體邀請做訪問，包括雜誌及電台。圖為他接受一網上電台有關紅酒的訪問。Nelson was being interviewed by an online channel, talking about red wine. He is frequently interviewed by different media.



Nelson 對食材十分講究，所以全店所有食物採購都由他負責，以確保食物質素有保證。Nelson is serious in choosing food ingredients for his shop, in order to provide high quality food to customers.

A Boss who Respects the Others

During the interview, an elderly man walked into the shop. Nelson immediately stood up, helped the elderly to sit down and took order for him.

"Some elderly with low income won't be willing to accept any free meals because it hurts their dignity. Hence, on the first day of each month, the shop will have special promotion by offering \$10 noodles. I will also give them free soya bean milk," said Nelson.

The cost of running a restaurant is extremely high in Hong Kong; hence most of the companies focus greatly on cost control, promotion and increasing food price. Restaurants with quality food and human warmth can no longer be found. However, Nelson, who is at his mid-twenties, adopts "Treating people with sincerity" as his attitude of running a restaurant. He treats every customer with sincerity and passion regardless of their social statuses.

"One day, a teacher told me that we need to respect everyone, even if they hold a different point of view from ours. She then shared with the class about a real-life example of herself. There was a time her colleague trying to occupy a room that she was using. She asked her colleague to use another room politely, but the colleague scolded her in return. Not only didn't she get mad at her colleague, but she also explained to the colleague patiently and tried to arrange another room for him." This real example reminded Nelson the importance of respect, which now becomes his attitude for treating people.

"Everyone has his/ her strengths and weaknesses. I always learn from their strengths and won't comment on their weaknesses."

Nelson also treats his staff with high respect and spreads this spirit to the community as well.

"Everyone is looking for a happy working environment. So am I. That's why I respect my staff very much. I sometimes buy Spanish ham for their lunch and I also arrange the roster at their convenience. They can come to me anytime for special arrangements, such as taking leaves or re-arranging their work time. I want to understand and think from their perspectives."

A Boss who is Generous to the Others and Rich in his Heart As Well

Nelson, being a boss, seldom calculates his personal gains or losses. During the interview, Nelson served the customers proactively and didn't command his staff to do this and that, regardless of his actual status as the boss.

"HKUE's teachers are generous too. The teacher, who taught me cookery, volunteered to wash the dishes after each lesson. This, in fact, should be done by the cleaner." Teacher's behavior inspired Nelson, which made him a generous businessman.

"If my customers are hungry, I don't mind giving them additional rice or noodles for free. I always treat my students a big meal after red wine lessons too. I have many friends. When I opened my first shop, they even came to help me after work. Some of them have become my partners too."

"HKUE is a key that broadens my horizon," said Nelson. In his shop, we can not only smell the fragrance of food, but also empathy and kindness. He has put the spirit of respect, which he learned from the teachers, into practice and contributes himself to the society.