

# Hong Kong Tourism Board ‘Hong Kong Pals’ Volunteer Programme Factsheet

## About The Programme

- First launched in 2009, “Hong Kong Pals” is a volunteer programme organised by the Hong Kong Tourism Board (HKTB) and has recruited more than 100 local public from all walks of life, including students, corporate managers, teachers, medical practitioners, civil servants and many more. Over the past 14 years, they have contributed a total of 70,000 hours of volunteer service, and have offered assistance to hundreds of thousands of visitors.
- The “Hong Kong Pals” Volunteer Programme (「旅遊義工」計劃) is organised by the Hong Kong Tourism Board (HKTB). The volunteers, who are identified as “Hong Kong Pals”, upon completion of training will serve at HKTB’s visitor centres across the city and its mega events, introducing Hong Kong’s way of life and culture to visitors from around the world, and make local recommendations on travel tips and advice.

## Key Dates

Recruitment	24 April – 31 May 2024
Selection	<ul style="list-style-type: none"><li>• 1<sup>st</sup> round interview: 8-10 June 2024</li><li>• 2<sup>nd</sup> round interview: 22-23 June 2024</li></ul> (Shortlisted volunteers will be further informed of the interview date)
Training	August – October 2024
Commencement of service	November 2024 – October 2025

## Requirements

- Hong Kong resident aged 18 or above
- Cheerful and passionate about Hong Kong and willing to chat with visitors
- Knowledgeable about one or more tourism-related aspects of Hong Kong, including local culture, history and heritage, shopping and dining, architecture and attractions, green tourism, arts and performance
- Fluent in Cantonese, English and Mandarin. Knowledge of languages would be an advantage.
- Committed to attending training and taking up the required shift duties

## Training

- From August to October 2024, the recruited volunteers will undergo a comprehensive training programme organised by the HKTB, which covers the following areas:

Hospitality and storytelling skills	Tourism products and attractions
Local culture	Green tourism and great outdoor
Hong Kong neighbourhoods	Arts and performance

- **Local specialists:** A group of local specialists from various tourism-related fields will conduct training programmes to equip volunteers with knowledge and experience of Hong Kong sightseeing and local culture.
- **Training provided by the HKTB:** The HKTB will provide “Hong Kong Pals” with an overview on the Hong Kong tourism industry, promotion works of the HKTB and techniques of serving visitors etc.
- **Putting theories in practice:** “Hong Kong Pals” will have the chance to join various special local tours arranged by the HKTB.

## Other Information

- **Service Locations:** “Hong Kong Pals” will provide service at the HKTB Visitor Centres located at the Tsim Sha Tsui Star Ferry Concourse, Hong Kong International Airport, the Kai Tak Cruise Terminal, Ocean Terminal, West Kowloon Station and Hong Kong-Zhuhai-Macau Bridge. They will also assist in the HKTB mega events to handle visitors’ enquiries as well as offering the latest sightseeing recommendations.
- **Service Hours:** Each “Hong Kong Pal” will need to work for no less than 10 sessions (30 hours) during the appointment period. Each duty session lasts for 3 hours, usually between 9am and 6pm from Monday to Sunday. The exact duty hours will be confirmed each month according to the roster.