



### Shinning Stars

## Here is our person in charge - ka wing 收銀機前的話事人—嘉穎

When I say "charge", not only does Ka Wing enjoy being in charge of the cashier but also charges ahead when her curiosity springs up upon new toys. As the glass doors slide open, the smell of freshly baked bread hits us and lures us to step further into this cozy bakery tucked away on a little street in Kennedy Town. As we sit down, Ka Wing walks over in a bakers hat and apron. Greeting us with a smile, there is a tiny hint of shyness, and a little eagerness from the way she waves and sits down quickly to have the interview started. Ka Wing used to work in a magazine kiosk at Queen Mary's Hospital, in learning about iBakery's work from a social worker, Ka Wing changed to working for iBakery for 6 months already.

Ka Wing worked at a Kiosk at the Hong Kong University for 6 months before coming to this Bakery. Ka Wing then begins sharing with us what her job duties were at the university. She had to manage the cashier, tidy up the area and serve the customers there. The Kiosk serves breakfast, snacks, bread and drinks. If you happened to walk past the kiosk before, it might be Ka Wing who was calling out the special prices for the snacks near the end of the day. That was the moment Ka Wing quite enjoyed.

Ka Wing needs to work with 2 other people at the Kiosk, one is Grace who is the supervisor of the Kiosk and another is a colleague at same post as her. At first, Ka Wing points out that she was nervous that she might not adapt to the new working environment, but with students' encouragement, she gradually became more comfortable and confident with her job.

"So Ka Wing, tell us what do you like most about working here?" I ask. "Working the cashier!" Ka Wing replies without a moment's hesitation and we all perk up because she said it with such zest I can't resist adding, "Why?". "Because I like pushing the buttons, it's like an iPhone!" Sitting straighter, Ka Wing has a big smile on her face and we know that instant she eased up around us. "Tell us some memorable experiences you had while working at this bakery." We prompt, hoping to keep the chatty atmosphere going. "Being alone with the cashier!" Ka Wing gets excited just at the mention of it. "I get to be the person in charge!" We too laugh along with Ka Wing. It is like observing a kid who gets happy at the most simplest thing.

"She sure enjoys being in charge. You try taking out a new toy and you will find yourself giving instructions to the back of her head." At this moment, one of her colleague interjects. "The new coffee machine came the other day and they had to learn how to use it. The second we began, Ka Wing was already poking the machine and have the 'what?' 'how?' 'why?' questions flying at you." Ka Wing cocks her head to one side and gives a shy smile. The interview ended with Ka Wing telling us her wish is to improve herself as a member of this iBakery family. Charge ahead Ka Wing! We know you can do it!



好奇心滿瀉的嘉穎，除了享受收銀的工作外，也很願意去嘗試不同的新事物。隨著玻璃門打開，香氣四溢的麵包，引誘我們走進這條小街的小小店面裡。當我們坐下後，看見的是穿著麵包師帽子和圍裙的嘉穎。她面帶微笑地迎接我們，雖然有一點點羞澀，但還是熱情地接受採訪。她曾經在瑪麗醫院的雜誌亭工作，但在社工的指引下，她現在已經在愛烘焙工作六個月了。

來到愛烘焙前，她也曾在香港大學工作六個月。嘉穎慢慢地和我們分享她在大學時的工作，像是管理收銀台、收拾地方和應對客戶。那兒供應早餐、零食、麵包和飲料。如果你曾到過那兒的話，說不定也會聽到嘉穎在叫賣一些減價的小吃，這可是她相當享受的時刻。

嘉穎需要和兩人一起工作：店長Grace和另一位店員同事。起初，嘉穎非常緊張，有點無法適應新的工作環境。但在同事的鼓勵下，她也漸漸能舒適和自信地工作了。

「那麼，你最喜歡的工作崗位是？」「收銀員！」嘉穎毫不猶豫地回答，令我忍不住再問，「為甚麼？」「因為我喜歡按按鈕，就像是iPhone一樣！」她臉上掛著一個大大的笑容，似乎這真是最大的原因。「那告訴我們一些難忘的事情好嗎？」我們順著這個很好的討論氣氛再追問下去。「一個人在收銀機前工作！」嘉穎興奮地說，「那我便是話事人了！」我們也禁不住笑了出來。簡單的原因，卻看得出她是真正的快樂。

「她很喜歡管理事情，」她的同事笑道，「像新的咖啡機，不過來了一天，我們還在學習如何使用時，已經看見她在試機，再問你一大堆「甚麼」「為甚麼」「怎樣」之類的問題。」這時候的她，只是把頭側過一旁，並露出一個靦腆的笑容。

最後，她對我們說，作為愛烘焙的一員，她希望能一直提升自己。加油吧！我們的話事人，你一定能做到的。



### Special Thanks 特別鳴謝 Angel Writers

出版了 iBakery Post 創刊號後的某一天，iBakery 突然接到 Cherrie 的電郵，表示有興趣做義工，而她的專長是英文寫作。Is she an angel? 我們禁不住想。愛烘焙一直想製作雙語刊物，以便令不同國籍的朋友明白我們的理念。Cherrie 更找來好友 Anna 及 Kris 幫忙，組成了天使團隊，在極短時間內，合力完成了訪問稿和翻譯。今期的 Shinning Stars 就是通過三位少女義工的眼睛看 iBakery 團隊，故事本身動人，而原來製作背後也同樣有動人的故事。究竟是什麼吸引 Cherrie、Anna 和 Kris 來幫忙呢？看完 Shinning Stars，你便會知道。



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Social Enterprise Operated by  
Tung Wah Group of Hospitals

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## iBakery Post

July 2013

<http://ibakery.tungwahcsd.org>  
f iBakeryhk



Cover Story

## Green Layering@iBakery Express Tamar 綠色皇牌層層滋味

Veggie Burger with Cheese, Grilled Bell Pepper and Mushroom Sautéed with Homemade Pesto  
香草醬雜菌配芝士甜椒素食多穀麥漢堡



Bell pepper and mushroom sauteed with homemade pesto sauce

自家製皇牌香草醬預先烤製雜菌及甜椒



Fresh Lettuce, cucumber and tomato

新鮮生菜番茄青瓜



Freshly homemade multi-grain burger by iBakery Kennedy Town  
包含黑芝麻、白芝麻、松子、亞麻籽和南瓜籽的多穀麥包，由愛烘焙堅尼地城工場自家新鮮製造

Melted Cheese 芝士



### More Choices...@iBakery Express Tamar 另有多款自家新鮮即製漢堡

Homemade Beef Multi-Grain Burger  
自家製牛肉多穀麥漢堡

Roast Chicken Multi-Grain Burger  
烤雞多穀麥漢堡

Hot Dog with Fried Onion  
熱狗配炒洋蔥

Pan-Seared Fish Fillet with Lemon Grass Ciabatta  
香煎魚柳配香茅意大利包

Tuna Mushroom Melt with Multi-Grain Bread  
芝士焗蘑菇吞拿魚配多穀麥包



Value Set  
超值套餐

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Shinning Stars

Special Thanks  
特別鳴謝 Angel Writers

Our Artistic Partner  
愛不同藝術 i-dArt

### Our Artistic Partner 愛不同藝術



Splash-ink Long Umbrella  
風格潑墨長傘  
Artist 作者: Lee Wai-lap 李偉立



Ka-yan's Bag  
嘉恩袋  
Artist 作者: Cheng Ka-yan 鄭嘉恩

i-dArt nurtures the value of equality and promotes artists with disabilities in different social strata with the aim to achieve social inclusion through art. It fosters the artistic quality of people with disabilities, presents their unique styles and visions, as well as facilitates communication among a wide spectrum of art lovers.

一羣弱能人士對藝術的熱愛，成就了愛不同藝術 i-dArt 的成立。i-dArt 是推廣弱能人士藝術創作的品牌和藝術廊，讓弱能人士的藝術走進社區的不同階層，以至主流藝術；並透過藝術的媒介促進傷健共融，人人平等。

<http://i-dart.tungwahcsd.org> f i-dArtTWGHs



## The Ultimate Insider's Story

# iBakery's Little Secret

### 愛烘焙製作「溫柔」麵包的小秘密

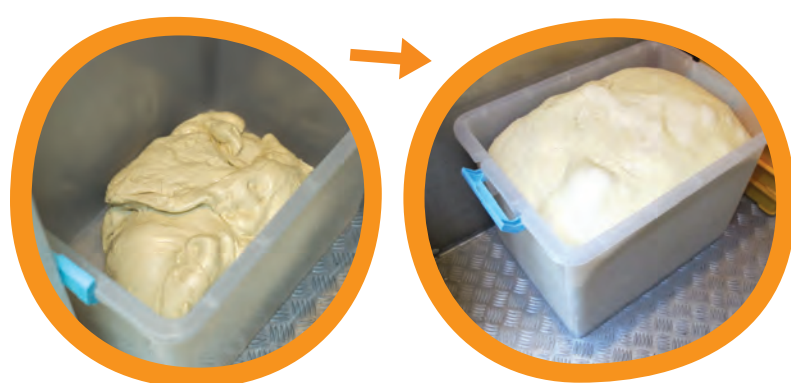
iBakery採用的宵種麵糰及麵包製作方法，師承台灣烘焙大師王傳仁老師。採用較高比例的宵種麵糰，可提高麵糰的穩定性，變相對技術的要求及環境因素的控制能有較大彈性，難怪王老師稱之為「不敗麵糰」！宵種，即打好後，放上一個晚上，第二天才用的麵種。以這發酵了一宵的麵種製作麵包，雖然製作時間及工序較多，但製成品可存放較長時間，亦能保持麵包的柔軟及質感。這就是為什麼愛烘焙的麵包特別「溫柔」的秘密！

#### 步驟 Steps:

1. 把麵粉，酵母，水，及蜂蜜混合，在0-4°C雪櫃內發酵一個晚上



2. 發酵後的麵種會膨脹約2-3倍、並會發出微酸、充滿生長氣息的香氣。宵種麵種製作成功！



3. 取適當份量之宵種與計劃當天生產用的原材料混合，宵種保持在總份量的60%以上。因麵種在室溫會繼續發酵，所以提取的份量要準確掌握。



4. 混合後之麵糰表面光滑柔韌，這時麵糰會進行混合後第一次發酵。



5. 發酵後麵糰的筋性會稍降，適合進行分割；再發酵後可進行造型，造型後進行烘焙前最後一次發酵，這時麵糰會膨脹約2-3倍。



6. 麵糰放入焗爐，15分鐘後，美味無添加麵包出爐！



English Writing 撰稿：Cherrie Yu and Anna Chui  
Chinese Translation 中文翻譯：Kris Lau

## Shinning Stars

### Meet the cleaning expert - Jimmy!

### 清潔大隊長 Jimmy



Having joint iBakery for around a year, Jimmy first knew about the place from his mom. Jimmy used to work at the HKU hostel to help in room cleaning and tidying up; but with the assistance of a social worker, Jimmy and his mother had been introduced to a brand new field — the food and beverage field in a social enterprise.

At iBakery, Jimmy's main duties are to serve meals to customers, wash dishes and cleaning. Sounds easy? Nope! Jimmy told us that there were steps which needed to be carefully followed when washing the dishes: step 1, wash them with water to clear out all the food remains; and step 2, put them into the washing machine. The steps look handy which makes the cleanliness of the dishes be overlooked easily; yet Jimmy never overlooked any step when washing dishes, he even paid extra attention to ensure all the dishes were clean and bright. His determination of making everything clean can also be seen when Jimmy is washing the washrooms, "Jimmy always reports to me who's not doing the cleaning job well enough and wants me to remind that staff to do better," said his manager, Jerry. When Jimmy is cleaning the washrooms, he even dries out everything that has been taken out for cleaning. His seriousness in cleaning has gained him compliments from Jerry all the time, which in turn has encouraged other staff to take up the washroom cleaning job since they all want to be praised by Jerry too! (One cute thing to mention about, they even played rock-paper-scissor in order to get the cleaning job!)

Can you imagine that Jimmy used to find it difficult for taking up tasks as he liked scratching and touching his face and arms? That was no longer a problem until he started to wear a pair of plastic gloves whenever he does cleaning works! But there's one thing that has challenged Jimmy recently - the concept of time. Numbers are something that he's not very familiar with, for example a mix up between the number 51 and 15 and the numbers shown on a watch. Therefore, Jimmy is going to wear a watch every day to learn and practice about the numbers and the concept of time. Instead of finishing tasks according to how he feels about the time, he will need to know the exact time for doing each of the tasks.

When asked about what he likes about working in iBakery, "the working environment, the colleagues, and most of all the compliments made by Jerry," Jimmy said this with a childish smile. He loves to be praised by Jerry and won't leave the iBakery Gallery Café until he gets a "like" with a thumb up from Jerry. He'll then joyfully go home and tell his mom that he has got a "like" from Jerry that day.

Besides loving to be praised, Jimmy also loves delivering meals to outing events such as weddings and parties. As he recalled, once he went to a cultural exhibition in Stanley for meals delivery and he found that it was really interesting to meet all the different people. While he was serving the food and beverage to the guests there, he got the chance to meet and talk to them too. Jimmy was so excited about the event that he had been talking about going to the event a month ahead!

In spite of the challenges he has come across at work, Jimmy has always showed devotion for his mother. "I will take care of mom with the money I've made!" the most simple but touching goal that he would like to achieve.

離開了香港大學的宿舍，Jimmy迎來了新的工作環境。在社工的穿針引線下，他認識了愛烘焙——這個最初只從媽媽口中聽過的地方。曾經，他每天負責清理宿舍的房間，現在，他將會在一家社企餐廳，繼續盡責地工作。

在愛烘焙餐廳，Jimmy的主要工作包括清潔食具，樓面服務和招呼客人。這聽起來很簡單，對不？可是，Jimmy告訴我們，在看似簡單的工作下，其實有不得不遵守的程序——例如洗碗碟，首先要將食物的殘渣都清去，才可以放進洗碗碟機內。就是因為聽起來太簡單了，反而很容易會忘記，但這絕對難不倒Jimmy。「他曾經告訴我，有誰做得不好，希望我能提醒大家做好一點。」經理Jerry說。如此一絲不苟的作風，難怪由Jimmy負責的食具，都是如此清潔明亮。即使在清潔洗手間時，Jimmy也絕不馬虎，甚至會把每一件清洗過的物品弄乾。認真的態度使Jimmy經常獲得讚賞，也鼓舞了其他員工的士氣。不說不知，員工們甚至會以猜拳決定誰能得到清理洗手間這份可以獲得讚賞的「優差」呢。

曾幾何時，Jimmy總是不由自主地抓自己的臉和手，這使他在工作上遇到很大的困難。但說也奇怪，自從他戴上了一隻清潔用的膠手套後，問題便似不復存在。

然而，還有另一問題困擾著他——數字。他對數字相當不敏感，像51和15之類的數字，他便常常會弄錯。最近，他每天都會戴上一隻手錶來學習，除了要完成工作外，更要了解他用了多少時間來完成工作。

當問到他為甚麼喜歡在愛烘焙工作時，他泛起一個天真的微笑說：「工作環境和同事都喜歡，我最喜歡Jerry的讚賞。」看的出來，他真的很喜歡Jerry，喜歡他的讚美。每天，他都努力工作，真至Jerry豎起拇指，給他一個讚。然後，他便會興奮地回家，告訴媽媽他又被讚美了。

除了愛被讚美，Jimmy也很喜歡在戶外活動送餐，像是婚禮、派對等等。他說，有一次他到赤柱一個文化展覽工作，他很喜歡和不同的人見面、談天的感覺。他談到一個月後有一個活動時，更是表現得興奮莫名。

工作以外，Jimmy最重視的，還是媽媽。「我會用賺回來的錢好好照顧媽媽。」也許這是很簡單的說話，但那顆率真的孝心，卻令人動容。







# About iBakery 關於愛烘焙麵包工房 Different Abilities · One Passion 不同能力 · 同一熱愛

The iBakery team comprises people with different abilities but same passion to work. Over 50% of our employees are people with disabilities. "i" represents our mission to promote social inclusion and our belief – "I can do it". Not only do our employees earn their living in iBakery, but they also earn dignity and satisfaction here.

愛烘焙團隊由不同能力，但同樣熱愛工作的人組成，當中超過一半為殘疾人士，致力為顧客提供優質安全的烘焙產品。「i」代表我們推動「社會共融 Inclusion」的決心，亦包含「我」能做到的意思。中文名的「愛烘焙」代表同事對工作的熱愛，在這裡工作，不單可賺取生活，更可獲得尊嚴和滿足感。

**iBakery Core Values**  
核心價值: 2Q 3H

Quality Product 優質產品  
Quality Service 優質服務  
Happy Work 開心工作  
Happy Team 開心團隊  
Happy Customer 開心顧客

## iBakery 愛烘焙麵包工房

Vicky 陳詩敏



打QQ波唔可以落太多水，太多水，無QQ波食啊！芝士QQ波，最好食

iBakery Kennedy Town is our production base supplying preservative free products, including handmade cookies, bread, dessert and cakes, to all iBakery outlets. Transparent bakery workshop brings our staff team and production closer to customers.

堅尼地城店是愛烘焙的生產基地。出品包括手工曲奇、麵包及甜品蛋糕，全部不含防腐劑，供應全線iBakery店舖。店面設零售及小量座位，而配合共融主題的透視工場令顧客對員工之工作情况及生產流程一目了然。



Shop 2, G/F Block 2 Centenary Mansion, 1 Victoria Road, Kennedy Town, Hong Kong  
香港堅尼地城域多利道一號百年大樓二座地下2號舖  
T 2816 5233 F 2816 7616 E ibakery@tungwah.org.hk  
Open Daily 營業時間每日7am – 8pm



## iBakery Gallery Café 愛烘焙餐廳

Tze kin 陳子鍵



到iBakery餐廳，一定要試皇牌香草醬意粉，仲有在藍天碧海青草地，嘆咖啡very good!

iBakery Gallery Café, with themes of "Green" and "Gallery", serves quality bakery products, coffee and light meals, and provides catering service and venue rental for private events. Interior decoration and gallery exhibitions are taken care by i-dArt, our community gallery for promoting inclusive art.

以綠色藝術廊為主題的愛烘焙餐廳，供應優質烘焙產品、咖啡及早午晚餐，亦提供到會及包場服務。內部裝飾及展覽由推動共融創作的社區藝術廊「愛不同藝術」定期更換。



Tamar Café at Tamar Park, Admiralty, Hong Kong (Admiralty MTR Exit A)  
香港金鐘添馬公園添馬茶座 (港鐵金鐘站A出口)  
T 2352 2700 F 2352 2711 E ibgcafe@tungwah.org.hk  
Open Daily 營業時間每日8am – 8pm

## iBakery Express (HKU) 愛烘焙輕食站(香港大學)

ka-wing 容嘉穎



HKU, 同foreigner有傾有講，學到不同語言，好開心!

A bakery kiosk serving fresh bakery products direct from the oven of our Kennedy Town food factory and freshly brewed coffee – A grab-and-go station for students and staff of the campus.

輕食站供應由堅尼地城工場新鮮出爐的麵包曲奇及即磨咖啡，為大學師生提供快捷的輕食選擇。



Run Run Shaw Podium, Main Campus, University of Hong Kong, Pokfulam, Hong Kong  
香港薄扶林香港大學本部校園邵逸夫樓平台  
T 5402 4546  
Business Hour 營業時間 Mon to Fri 8:30am – 3:00pm

## iBakery Express (Tamar) 愛烘焙輕食站(添馬海濱)

Jimmy 陳嘉泓



熱狗好好食，一邊食熱狗一邊睇好大俾船!

A takeaway kiosk serving made-to-order burgers and sandwiches, snacks and drinks with outdoor seating and panoramic harbour view.

提供即叫即製漢堡三文治、飲品小食的外賣輕食站，設有戶外座位，飽覽無敵維港海景。



Promenade at Tamar Park, Admiralty, Hong Kong  
香港金鐘添馬公園海濱長廊  
T 2511 8230  
Open Daily 營業時間每天10am – 6pm





## Shinning Stars The father-like Manager - Jerry 經理爸爸Jerry

There was actually no arranged interview with Jerry at the very beginning, but as the interview with Jimmy went on, we noticed the delicate relationship between them, which burnt us with curiosity over what Jerry has experienced!

Before working in iBakery, Jerry had been in the commercial field for many years. He was a manager of several restaurant branches and so, is very experienced in the food and beverage industry. By chance he found a job ad on the newspaper about employing a manager in a social enterprise, then he just applied for it and that's how Jerry joined iBakery. He joined iBakery when it just started and he has been witnessing the expansion of iBakery.

For the very first 3 months when he started to work in iBakery, he was not used to the new working environment. In the commercial field, things are result-oriented; manpower, promotions and earnings are the crucial things to care about. Switched to the field of the social enterprise, he began to realize that the staff is the only thing he should care about. After some periodic trainings and practical working experience with the other colleagues, Jerry gradually picked up the position of the respectful manager in iBakery Gallery Café.

As a manager, training the staff is a necessary part to ensure the quality of the Café. "They (the physically challenged staff) know that the selection and training process is tough and strict, and I take it very seriously," Jerry mentioned. All the staff who are under training have to try out different duties. This is to help them as well as the trainers to understand them more and find out what their abilities are. Later on, a softer approach will be applied on the staff to help them grow and develop a sense of ownership for their duties.

While training the staff, the trainers such as Jerry may also find the weak points of some staff. In just regular restaurants, if one of the staff is not working well, s/he may just get fired; but here in iBakery, it's the supervisors' responsibilities to figure out the best solution to improve the staff's situation. "If they (the staff) did something wrong, it's not their fault. On the other hand, I should ask myself why they made that mistake and what I could have done better!" What Jerry said to us was so inspiring that deeply touched my heart. Sometimes, we have just got used to blaming others that we've overlooked our own faults! Besides what's mentioned before, putting on gloves on Jimmy's hands to prevent him from scratching and touching around his body when working, Jerry also told us that when teaching the staff to memorize the utensils' setting on the table, he and other trainers thought of a way of drawing out pictures to visualize the setting to the staff. Jerry definitely applied his saying on his actions.

So far, you've known about Jerry's seriousness when he's teaching and training the staff but his softer and gentle side is what makes him even more admirable. To truly help the staff to have a healthy development, Jerry needs to maintain a very close relationship with the staff and their family. Whenever Jerry notices some physical or mental differences as the staff's working, he'll honestly tell the staff or kindly notify the staff's family. Basically, Jerry takes care more than just the staff's work performance, but also their emotions and health. As Jerry was relaxingly sharing about his relationship with Jimmy, he recalled about a sweet incident, "Jimmy just called me in the middle of the night and told me that he just had a nightmare," obviously Jimmy and most of the staff in iBakery Gallery Café already treat Jerry like their father; whatever difficulties they encounter, they share them with Jerry.

Thank you Jerry for letting more than his staff to know that serving in the food and beverage industry is not just about the food's quality and how much the restaurant can earn. In iBakery Gallery Café, every single staff's development is a cornerstone of the restaurant, and patience is the cement that sticks all these stones together. I would like to show my respect to this father-like manager here too!



最初，其實我們沒有訪問Jerry的打算。但是和Jimmy交談之後，我們都禁不住好奇心——到底Jerry是一個怎樣的人？

Jerry曾經是數間餐廳分店的經理，在行內經驗豐富。機緣巧合下，他打開報紙，看見了愛烘焙餐廳的招聘廣告，便在愛烘焙初起爐灶之際加入，見證著愛烘焙的成長。

在愛烘焙工作的最初三個月，Jerry其實很不習慣。在商業社會，大家看的是成果、人力資源、宣傳等等，全都是為了達成目標。但在愛烘焙——一家社會企業內，最重要的反而是員工。現在，經過訓練和實際工作後，Jerry已經駕輕就熟，成為愛烘焙同事都尊敬的經理。

作為經理，當然要訓練員工，確保餐廳的服務質素。「他們(指殘疾員工)都明白這兒的訓練很刻苦、嚴格。當然，我也很嚴格的。」Jerry說。在愛烘焙，每一個員工都要嘗試不同的崗位，好讓經理了解他們的專長。嚴厲過後，便會用一個較溫暖的手法，去讓員工建立對自己崗位的責任感。

「如果他們做錯了事，那不是他們的錯。相反地，我該好好想一下，怎樣才可以讓他們做得更好。」Jerry的這番話，令我無言感動。的確，很多時候，我們都只看見別人的錯誤，而看不見自己的錯失。假如在一所超市，員工做錯了事，也許他會被解僱，但在這裡，可是另一個故事。主管們的工作，便是想方設法，去幫助員工們。像Jerry，他會想到用手套去防止Jimmy在工作時抓自己，他和其他訓練員也會以繪圖的方式，讓員工們好好記憶餐具的擺放方式。言行如一。這就是Jerry。

嚴厲的教導方式、配以溫柔的一面，令Jerry更值得我們尊重和欣賞。他和每一位員工都密不可分，全為了提供完善的環境給他們。當他發現員工們有任何精神上或是身體上的異樣時，他都會立即通知員工的家人。事實上，Jerry注重員工們的心靈健康，更甚於他們的工作表現。

當說到他和Jimmy的關係時，Jerry回憶起一件往事：「有一晚Jimmy打給我，說他造了個惡夢。」似乎，員工們都不止把Jerry當成上司了。



## Shinning Stars Grace - the cheerful blossom 永遠笑容燦爛的Grace謝姑娘



Saying that Grace is cheerful is just describing a part of her. Grace is like a teddy bear; the safest thing to cling on when facing difficulty. "Yes and I was saying I came earlier to get all ready for the interview." Grace laughs as she quickly wipes the sweat crawling down her round chubby face. At once, we know she is a very talkative and cheerful person.

Having heard that she is one of the more experienced able staff, we start with her background. Working in the same organization for almost 8 years, Grace has witnessed the establishment and creation of iBakery. Grace used to work at TWGHs Jockey Club Rehabilitation Complex in Wong Chuk Hang, a home for the disabled. At the bakery there, bread made were served for the disabled and sold for families or relatives when they come to visit.

If you became a trainee at the bakery, you will be under Grace's wings. She will assign you various tasks to see what suits you. This ranges from dough kneading, manning the oven, or placing orders from calls. "All the above jobs sound easy enough to handle, but oh no. For the trainees it can be one of the toughest thing, and I need to eye them closely to spot out what each trainee is good at." Grace leans in closer just like she is revealing the inside secrets. "Oven Master we call him, yes he's got Autism but because of that he can speculate the bread with such high concentration it's safe to assign him to do that. Some can only handle a knife so well, they help to cut the bread edges."

At the complex for the disabled, Grace puts on a more serious face and tells us it's not the bread she wants them to learn; but the attitude and etiquette. "It's extremely difficult for a trainee to improve if they have different habits at home." Grace said.

After working there, Grace was allocated to work in a Kiosk at the Hong Kong University with Ka Wing and a university student for around 8 months. "Yes, I'm like the back-up supporter; only to step in when the queue is too long, otherwise I want them to be able to manage it on their own." Grace laughs heartily.

When asked to share a funny moment she remembers the most, she thinks for a while and suddenly brightens up. "You know I'm a big chubby lady, well once we were about to close our express food cart for the day and some people were urging us to go. So I told my trainees we were being chased and had to go. I was joking but the trainees suddenly all took off after me. It looked like we were hawkers or even a big mother hen with her baby chicks!" Grace throws her head back and laughs at the memory. We sure can imagine that funny scene! "What touched you the most having worked here for so long?" We ask, eager to know more about this lady.

"They know. They may seem distracted at times, but they understand everything you say and how you mean it." Grace nods. "The trainees, they know I sweat easily from walking around and lifting heavy things. Once, when I sat down to catch my breath, one trainee handed me a handkerchief to wipe my face." Grace says softly and through that warmth in her eyes you too can feel that little gesture meant a lot to her. "Because you may be the one taking care of them most of the time, but they know and in return they care for you too. That's the thing that gets me all softened up and mushy." It just proves how much time and effort Grace had spent over the past years in getting to know the bakery, the staff and herself. "Now that you have worked so long here, if you had a wish what would it be?" We are curious in knowing what an experienced staff will want.

"You see, I have watched iBakery from being nothing to becoming this." Grace says. "I always feel that this social enterprise is like a map with different stations. From being a trainee at the TWGHs Jockey Club Rehabilitation Complex in Wong Chuk Hang, to beginning work at this Bakery, and progressing to serving university students at our HKU Express and at the end attending to a wide range of customers at the gallery cafe. My wish is to try working and managing at different stations."

Like others, Grace enjoys the excitement in meeting new people and working in a new environment. As the cheerful and passionate woman you are, we know the other iBakery stations await you!

說Grace很懂得支持別人也許並不足夠，事實上，她就像玩具小熊一樣，當你面對困難時，總是會想起她。

「對，我來早了點，準備接受採訪嘛。」看見她圓圓的臉，已可感覺到她是一個很好相處的人。Grace曾在位於黃竹坑的東華三院賽馬會復康中心工作，在那兒，會製作一些麵包供殘疾人士和他們的家人享用。她已經在復康中心服務八年了，也親歷了愛烘焙的創立和成長。

如果你成為愛烘焙的學員，你便會在她的管理之下。她會分配給你各種不同的任務，盡量給你適合的工作，像是揉麵團、管理烤爐和管理訂單電話等。「這些工作聽起來很容易處理，但其實並非如此。對於學員來說，它可以是最艱難的事情，我需要發掘每個學員最擅長的事。」她像是傾吐一些秘密一般，訴說著她的學生，「我們叫他爐王，對，志成是自閉症患者，但正因為如此，他可以專注地觀測烤爐。有些學員能夠好好地處理刀，那我們就讓他們學習切麵包。」她補充說，她並不只是想學員學習做麵包，更希望他們能學好工作態度和禮儀。

她曾在香港大學與嘉穎和一群大學生工作了八個月。「我是支援者，只有在人龍太長時才會介入。其他時間我都讓學員自由發揮。」她笑著說。

當我們讓她分享一些有趣的事時，她突然想起一件事。「有一次，我們要關閉麵包檔時，有一些人催促我們快點離開，於是我便對學生們說，有人要來追他們囉，然後，他們突然全都躲到我身後。加上我這身胖胖的身型，就像是母雞和小雞一樣！哈哈！」我們想到那有趣的樣子，也不禁笑起來。「在這裡工作這麼久，有甚麼事情最能觸動你？」

「他們可能有時不太專心，但其實他們甚麼都知道。」「學員們知道我提重物時會流汗，有一次，當我坐下來喘氣時，有一個學生拿出手巾給我拭汗。」你可以通過她的眼睛，感受到那份溫暖的感覺，「你可能照顧了他們很多，其實他們都知道。作為回報，他們會很著緊你，令我覺得很窩心。」

「在這裡工作了這麼久，你有甚麼願望？」我們真的很想知道，一個如此經驗豐富的員工，會有甚麼願望？「我看著愛烘焙的成長。」她說，「我覺得這家社會企業會在地圖上開設不同的分店。從黃竹坑，到現在的金鐘咖啡店，我希望在將來，能有機會在不同的分店工作。」

喜愛結交朋友，熱情的Grace，將會在愛烘焙不同的分店等著你呢！

