



會員專訪：愛烘焙餐廳

Interview with iBakery Gallery Café

愛烘焙餐廳在金鐘政府總部「門常開」開業已有四年多，走進餐廳，有別於一般的咖啡店或西餐廳，你會被兩旁牆上掛著的色彩繽紛的藝術作品所吸引，東華三院賽馬會復康中心副院長陳佩珊小姐告知那些作品都是由殘疾人士所設計的，而餐廳整個工作團隊當中有一半亦是殘疾僱員，是一家社會企業（社企）烘焙餐廳。

何以會在眾多飲食範疇中選擇以烘焙作為培訓殘疾人士的行業？陳小姐告訴我們「由於餐飲及烘焙有一個共通點，它們的工序及工種都很多，並能將工序切割多個部分，適合訓練和聘用不同能力的朋友。」每位僱員可因應自己的能力，各自負責熟悉的部分，互補不足。就聘請殘疾人士方面，主要是由一些復康機構轉介，並通常會先安排一至兩星期的實習訓練，確定合適後才正式聘用。培訓不同能力的員工，耐性是十分重要，而且講解必須清晰易明，更要配合重複練習，才能令他們有穩定的工作表現。

談到開業以來最難忘的事，陳小姐分別提到2014年3月及6月的兩次海外交流。愛烘焙餐廳在2013年的傑出社企嘉許禮中獲頒兩項社企大獎，獎品是參加星加坡考察團的兩個名額，結果餐廳經理Jerry帶同一名智障僱員子鍵一同參加，在星加坡交流期間，子鍵表現主動，成為團中的開心果，更與團友及當地社企團隊建立了友誼。至於6月的京都之行，其實是與日本京都凱悅酒店的烘焙技術交流，目標是一同研發新產品抹茶曲奇，京都酒店管理層也反映此次交流對酒店的員工有正面鼓勵作用。陳小姐補充：「我們著重與不同界別的合作，並相信唯有建立雙贏的合作關係，才能持續發展。」

對於餐廳早前獲選為餐館界別「2014網選十大最受歡迎香港優質商戶」之一，陳小姐認為這個獎項對愛烘焙餐廳別具意義，「由於網選並沒有社企或非社企之分，獲獎不單能代表社企界別，亦意味著愛烘焙在飲食業內擁有競爭力，更能成為餐飲行業的標準一員。」最後，陳小姐希望愛烘焙社會企業的業務繼續發展，讓更多人認識共融工作間，亦讓不同能力的朋友有更多訓練和就業機會。

iBakery Gallery Café, a social enterprise with over 50% rehabilitation staff, has been opened at the Central Government Offices for more than 4 years. Different from other cafés and western restaurants, you will be attracted by the many paintings on the walls. Ms Florence Chan, Assistant Superintendent of the Tung Wah Group of Hospitals Jockey Club Rehabilitation Complex, told us they were painted by people with disabilities.

Why was a bakery chosen for the training and rehabilitation? "Catering and a bakery's processes and type of work are similar. Both can be divided into many parts. Everyone has certain ability, therefore, they can complement each other," said Ms Chan. iBakery's staff are mostly hired from NGO's referral because a better understanding of their background is essential. Before being an official employee, we provide one to two weeks on-job-training to make sure they are suitable for the position. Ms Chan said that having patience is a must for training people with disabilities as they sometimes do need to remind and explain their duties to them several times before they can work more independently.

In 2013 iBakery won two social enterprise awards. This has presented the opportunity to attend an overseas exchange programme in Singapore – iBakery's Manager, participated in this programme with Chi-kin, one of our disabled employees. During the event, Chi-kin showed great initiative for helping others, which greatly impressed people and we since developed a friendship with that social enterprise in Singapore. With the aim of producing new mocha cookies together, we had a technological exchange in the Hyatt Regency Kyoto. After the exchange programme, the hotel's management feedback to us was that all participants gave positive encouragement. Ms Chan said "having a sustainable development to achieve a win-win situation, we are focused on co-operating with different business sectors."

"It is an honour for iBakery to have been voted as one of the winners of the "2014 Most Popular QTS Merchant Award (Online Voting) (Restaurant)". Since this award does not identify iBakery as a social enterprise, we were voted for just as a restaurant' which means we have been competitive and offered great services and that our business model in the catering industry works," said Ms Chan. Finally, Ms Chan hopes iBakery will continue to have further development, more people will have a better understanding on inclusive work places and hopefully even more training and working opportunities will be offered to people with different abilities.

