Left: Student Yu On Yu

1823 Efficiency Office

HKSAR Post-Secondary Student Summer Internship Programme

**Yu On Yu, Year 4
BA Econ. & Fin.**

Before I began my internship at 1823, I once had a daunting thought that I might not be able to handle the phone enquiries properly and I would have nobody to turn to if I need help. It turned out that I was over-worried and it was actually one of the most amazing summer experience that I've ever had!

My colleagues and supervisors were all very friendly and supportive. Although I made some mistakes in the beginning, they were willing to teach me new skills to handle enquiries better. They also encouraged me to learn from those mistakes. Apart from answering phone enquiries, they also gave me a chance to see their work from a different angle through managing backend tasks.

Through this internship experience, I have had a better understanding of the government structure and how the government handles problems that general citizens face. It was challenging as we never know when a call would arrive. Therefore we need to be always alert in order to perform tasks such as recognizing the caller's dialect and identifying their needs promptly. At the end of this internship, I found my communication and language skills have been greatly enhanced.

1823 is a big family. We need to work together closely and help out each other. I was very fortunate to become part of the family in this period. Outside of work, we have had a lot of fun together such as playing basketball, singing karaoke and having dinner. To me, all these were very fond memories!

To sum up, I think I have earned a lot through this working experience apart from financial rewards. For example, I have learnt about different social problems in Hong Kong, and through the process, I have also bettered my communication and stress management skills.

I would like to express my gratitude to the Efficiency Office and my supervisors for giving me lots of opportunities and space to learn, which allows me to develop on an area that I am interested in.