

Video Clip of Awardee Organisation of “Friendly Employment Award” (Script)

Awardee Organisation: My Little Coffee: coffeehouse & roasters

Gigi Tsang
Founder
My Little Coffee :
coffeehouse & roasters

To support employment of the deaf, My Little Coffee has been employing persons with mild hearing impairment and the deaf since April 2016.

In fact, it was a coincidence for us to employ people with mild hearing impairment and the deaf. Many young hearing employees resigned within a short period of time, which made me very upset.

At that time, I just happened to visit a coffee shop. During my stay, among the three staff there, it was the one with mild hearing impairment offered assistance to me proactively. This experience enhanced my confidence in employing persons with mild hearing impairment and the deaf. Among the 13 staff at present, nine are persons with hearing impairment or the deaf.

Zita Lam
Shop Supervisor
My Little Coffee :
coffeehouse & roasters

Initially, our company has no experience in employing the deaf. The hearing colleagues did not know how to use sign language which made communication difficult. It is also difficult for staff with mild hearing impairment and deaf staff to learn complicated work steps, e.g. coffee blending. We have to listen to milk frothing sound during coffee blending. Due to our disability, we have to use our eyes and feel the temperature when handling this task.

Angus Chung
Barista
My Little Coffee :
coffeehouse & roasters

Our company is willing to enhance the communication among staff. When our company first employed people with mild hearing impairment and the deaf, we joined the “ACE Inclusive Workshop” organised by the SILENCE, a self-help organisation for the deaf. Through their workshop, both employers and employees learnt more about the characteristics of persons with mild hearing impairment and the deaf, as well as how to communicate with them effectively.

Colleagues mainly use WhatsApp and text message in daily communication. In case of difficulties or complicated work steps, the company will arrange sign language interpretation and hands-on demonstration to assist our job.

Joanna Hu
Barista
My Little Coffee :
coffeehouse & roasters

The company organises staff gathering bi-monthly to enhance communication and build up good relationship among colleagues. The company arranges sign language classes for hearing colleagues to encourage communication and cooperation. We also have regular festive celebrations. Coffee shop is actually a big family for us.

Gigi Tsang
Founder
My Little Coffee :
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In addition to enhancing communication among staff, I will assign an experienced deaf staff to coach him when a new colleague comes. This arrangement also let the deaf staff know they are capable of coaching the others.

We also arranged many coffee-related training courses for the staff so as to cultivate their interest in coffee and try different positions. Last April, two staff (a staff with mild hearing impairment and a deaf staff) participated in a coffee competition.

They competed with other 70 hearing candidates under the same criteria. The deaf staff has entered the quarter-final.

I believe happy working environment will make the employees love to work. Since recruitment interviews, we have emphasized to both deaf and hearing applicants that everyone is equal and we have to cooperate with each other.

Employees with disabilities are precious resources in the company. Both large companies and small and medium enterprises can recruit persons with disabilities. They are the real assets to the companies.

I hope all sectors in the community will take a step forward to provide employment opportunities for persons with disabilities.

Joanna Hu
Barista
My Little Coffee :
coffeehouse & roasters

Deaf staff, staff with mild hearing impairment and hearing staff work and learn together every day. We look forward to having an inclusive society in future.

Zita Lam
Shop Supervisor
My Little Coffee :
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We treasure every opportunity to learn and work. Thank you for the continuous support from the company.