

GRASP THE POWER OF KINDNESS

Courtesy Means...

Appreciation

Gratitude

Thank you so much!
I really appreciate it!
You've been a great help!
I appreciate your kindness!

Respect

Tone of Voice

Use a polite and friendly voice. Speak calmly and respectfully.

Showing Compassion

Empathy and Kindness

How are you feeling today?
Is there anything I can do to help?

Good Manners

Greetings and Active Listening

Hello, good morning.
Good afternoon.
How are you doing?
Please tell me more.
That's interesting!

Politeness

Using polite expressions

Could you please ____?
If you don't mind, would it be possible to ____?
Excuse me.
I'm sorry.



A good **GRASP** of the power of kindness means...

- embracing true kindness
- spreading sunshine
- offering help and
- showing hospitality readily.

I completely agree with you!
Courtesy is the key to hospitality.
Let's all **GRASP** the power of kindness and courtesy!



EMBRACING TRUE KINDNESS



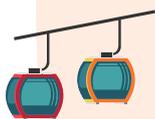
Hi! Are you from Hong Kong? I want to travel around the city, but I'm a little confused. Can you tell me how to get to these places?

Is there anything I can do to help?

I appreciate your kindness.



Let's help the tourists travel around Hong Kong. Match the famous tourist destinations with the best means of transportation.



Cable Car ●

● Islands in Sai Kung



Ferry ●

● Disneyland 



Sampan ●

● The Peak 

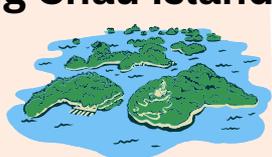


MTR ●

● Big Buddha 



Bus No. 15 ●

● Cheung Chau Island 



Engage in small acts of kindness such as offering a seat to the needy, holding the door for someone or saying thank you to express gratitude.

SPREADING SUNSHINE



Role-play

Work in pairs and take turns being a host and a tourist!

Greetings play an important role in communication and help establish a positive and respectful atmosphere.

Hello. My name is _____.
What is your name?

Hello. My name is _____.
Are you from Hong Kong?

Yes, I live in _____.
Where are you from?

I am from _____. I am a tourist.
I am visiting Hong Kong
for two weeks.

What places around
Hong Kong would you like to
visit? Have you been to _____?

I would love to go to _____.
I also plan to try out some
famous local dishes.

That's great! You
should try _____.

Thanks for the
recommendation!
I'll surely try them!

Think about buying a Tourist
Octopus Card. You can use the
smart card for transportation,
dining and shopping.

Wow! Thanks for the
information. I'm excited to
start my adventure in this
beautiful city!

Have you ever interviewed a tourist in Hong Kong?



OFFERING HELP

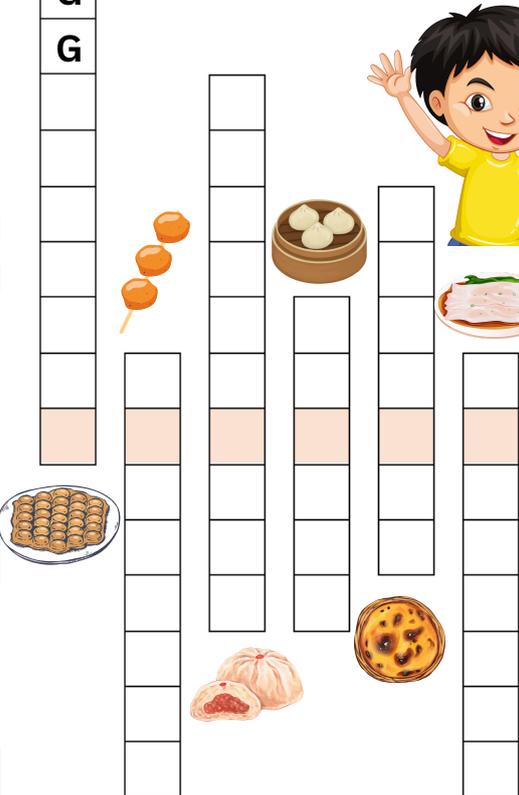


Scan the QR code. Listen to the instructions and guide the **TOURIST** to reach the Golden Bauhinia Square from The Clock Tower in Tsim Sha Tsui!



SHOWING HOSPITALITY

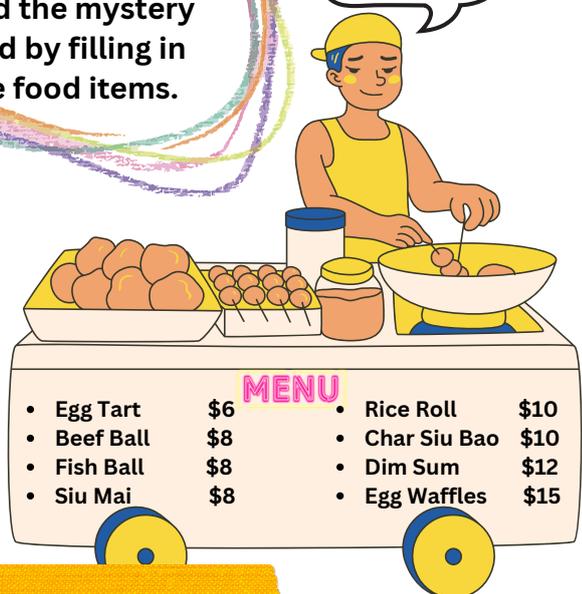
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Can you guess what he ordered? Find the mystery food by filling in the food items.

Would you like to have some fish balls?

I'm hungry but I am not familiar with Hong Kong food! What food should I order?



What is your favourite street food?