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TIANJIN TODAY 2013/10

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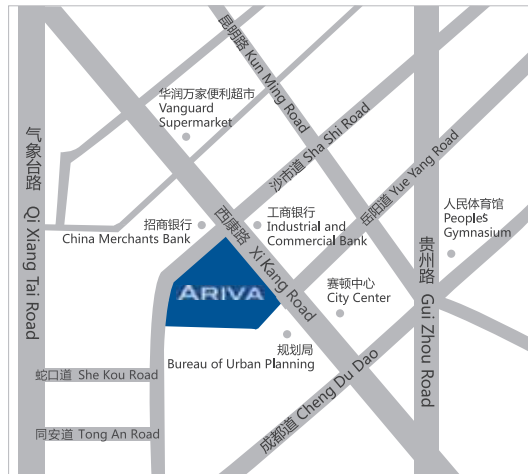
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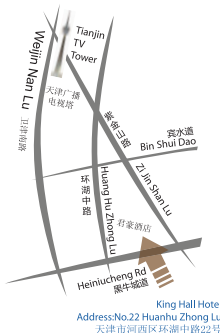
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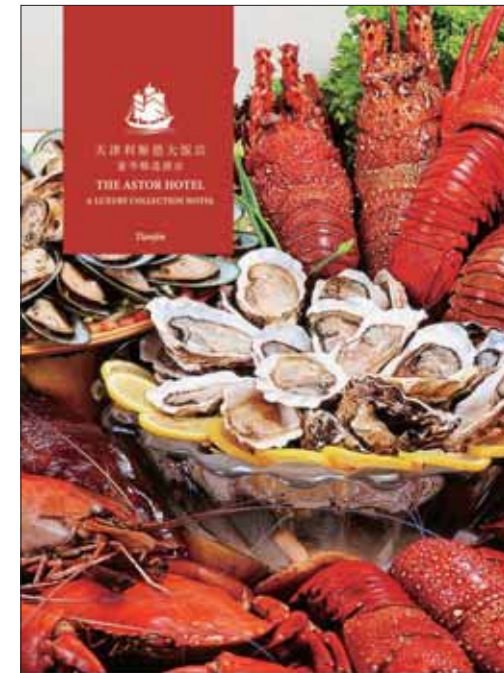
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Letter from the Editor

Thanks to last month's autumn rains, we finally saw some bright sky, which was a lasting and beautiful memory of the summer past. However, the dramatic and sudden temperature drop came before we had time to fumble around for our autumn clothes in the wardrobe. I worry that some people would have been surprised by the weather and caught a cold.

Being away from home, the most painful thing is not homesickness but a real illness. Real problems when you are sick come from being unfamiliar with the Chinese medical system and the language barrier. We talked to some expats who have had experience with Chinese hospitals and they said that the best help in getting treated was to have a Chinese friend.

I was not surprised to hear that because Chinese people are famous for their spirit of giving and helping others and will do anything for their friends. However, the usual scenario in a Chinese hospital seems rather scary at first. There are numerous people and endless queues. You wait for hours then get to see the doctor for only five minutes. If you need any tests, it's off to another department to wait again. It's exhausting just thinking about it.

Sounds like a nightmare? It doesn't have to be. This month, we are fortunate to speak to Awais Javed, a Pakistani, who has worked in a local hospital. He provides help for expats with medical problems. I fully agree with him when he says all you need is to know how the system works and follow the rules.

上个月的几场秋雨带给我们久违的天高云淡。但俗话说“一场秋雨一场凉”，剧烈的降温也让我们猝不及防。恐怕有些人又要中招患上感冒了。

背井离乡最痛苦的事无疑就是生病了。语言障碍和对中国医院的陌生让人不知所措。但是很多外国朋友告诉我们，在他们生病的时候，中国朋友变成他们的救命恩人。没有这些朋友，他们自己根本无法去医院看病。

中国人对朋友的真心和热心绝对没的说！但是，如果一个外国人第一次到中国的医院，他可能会被吓到。到处是人声鼎沸还有那一望无际的长队。你可能需要等上几个小时，但实际上看病的时间只有五分钟。

听起来好像噩梦？那是因为你不了解其中的奥妙。我们本月的医疗主题有幸找到了来自巴基斯坦的Awais Javed，他本身就在医院工作。他为不同的外国人群体提供了经济实惠的医疗方案。他说，只要你了解这里的制度并遵守，你会发现一切都很容易。

Monica W



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The names of the honorary advisors are listed according to the alphabetical order of the first name initial.

以上荣誉顾问按姓名首字母顺序排列, 排列不分先后。



6th East Asian Games to be held in Tianjin in October

第六届东亚运动会将于十月举行

第六届东亚运动会将于10月在天津举行, 这是天津历史上主办过的最大规模国际综合性赛事。届时将有7000多名来自中国、蒙古国、日本、韩国、朝鲜、关岛以及香港、澳门和中国台北的运动员来天津一较高下。

With EAGA's approval, the 6th East Asian Games will take place in October 2013 in Tianjin, China. This is the largest international sporting games ever held in Tianjin.

During the games there will be more than 7000 athletes, coaches, referees, media reporters, government officials and sports officials. The countries participating include China, Mongolia, Japan, the Republic of Korea, the Democratic People's Republic of Korea, Hong Kong, Macau, Chinese Taipei and Guam.

The Sixth East Asian Games has the motto "Share Happiness, Create Splendor". It is the wish of the organizers to create a sports and cultural spectacular which will engender happiness and a harmonious spirit that will be shared amongst all the participating athletes and the audience, as well as the people of East Asia.

Xiamen Airlines Launches Air Route Linking Tianjin & Macau

厦门航空开通天津至澳门航线

8月10日, 厦门航空开通天津-厦门-澳门的航线, 结束了天津至澳门之间没有航班的历史, 为两座城市架设了空中桥梁。

Xiamen Airlines launched a Tianjin-Xiamen-Macau air route on August 10th. It ends a long period during which there were no flights connecting Tianjin and Macau and will create new openings for trade between the two cities.

The flight number of the new Tianjin - Xiamen - Macau air route is MF837. The daily service will depart from Tianjin at 11:00, stop in Xiamen at 13:25, then take off again at 14:25 to finally arrive in Macau at 15:30. Meanwhile the flight number from Macau to Tianjin is MF838. It leaves Macau at 16:30, reaching Xiamen at 17:35, take off again from Xiamen at 18:35 and arrive in Tianjin at 21:05.

According to reports, to facilitate passengers traveling to Hong Kong and Macau from Fujian, free ticket changing during the validity period is now available.

Tianjin Works with Beijing and Hebei for More Blue-sky Days

天津携手京冀 共治共享蓝天

记者从环保部门了解到, 京津冀联防联控大气污染防治天津市实施方案基本完成。按照国家环保部要求, 到2015年, 本市将实施340项重点工程, 对大气污染防治进行规划和监管, 与北京市和河北省共同治理、共享蓝天。

According to the environment protection department of the Tianjin Municipal Government, a coalition between Beijing, Tianjin and Hebei has been formed to manage air pollution. For Tianjin there will be 340 new projects implemented to help control and monitor air pollution by 2015.

The 340 major projects include control of sulfur dioxide, nitric oxide, industrial ashes and dust emissions. Volatile organic compounds from industry, the elimination of high-polluting Yellow Label cars, control of sandstorms and the power construction industry will also be targeted.

The Department has assigned tasks to all related units and established concrete goals for each index. According to the scheme, by 2015, sulfur dioxide, nitric oxide, industrial ashes and dust emissions should drop by 12%, 13% and 10% respectively. The air quality should be improved with the density of inhalable particles, sulfur dioxide, nitrogen dioxide and fine particles dropping by 10%, 10%, 7% and 5%, respectively.

Local Shopping Malls Offer free WIFI to Compete against Online Shopping

品牌升级免费WIFI开发手机客户端, 津门百货积极应对网购冲击

目前, 天津市已有大悦城、银河购物中心、伊势丹百货、海信广场、乐天百货等5家大型商业综合体和百货商场实现了免费WIFI全覆盖。百货行业协会负责人认为, 现在80%的年轻人都是从手机上获取最新资讯, 如果商场想要以服务取胜, 那么免费的WIFI无线网络就是最贴心的服务项目。

So far, five big shopping malls including Joy City, Galaxy Mall, Isetan, Hisense Plaza and Lotte now offer free wifi to customers. The Friendship Store has also commenced wifi coverage in all of its eight shops in September.

Older department stores like Bin Jiang Department Store, Bin Jiang Shopping Center, Zhong Yuan Department Store, Quan Ye Chang and Bai-Huo Da Lou are also making plans to offer internet access. According to an insider, since 80% of young customers receive the latest shopping information from their smart phones, the shopping malls have to improve their service in this area in order to win them back. For young people free wifi is the service they most want in a store.

In addition, the shopping malls have put an emphasis on mobile marketing which combines on line and in store sales. Most have established Wechat and Weibo accounts to enhance their interactions with customers. It is common knowledge that profits from retail business have been decreasing and new technology must be used to overcome this decline. Smart phone Apps and online services can connect consumers to a wider online community and provide a better shopping experience.

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WHAT'S ON	Tianjin Grand Theatre	Western Shore Museum	Tianjin Concert Hall	EXPO	Don't Miss
10/1 Ballet Anna Karenina by The Mariinsky Theatre Price: 2280/1680/1280/880/580/280/180 马林斯基剧院芭蕾舞剧《安娜·卡列尼娜》 天津大剧院 歌剧厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	10/3-5 Ballet Swan Lake by The Mariinsky Theatre Price: 2280/1680/1280/880/580/280/180 马林斯基剧院芭蕾舞剧《天鹅湖》 天津大剧院 歌剧厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	10/4 Classical Piano Trio Concert 古典钢琴三重奏音乐会 No.3 Youyi Bei Lu, Hexi Tel: 022-23263505 西岸艺术馆 河西区友谊北路3号		10/11 Concert for Russian Composers - Violin Recital 俄罗斯大师作品专场—小提琴独奏音乐会 No.3 Youyi Bei Lu, Hexi Tel: 022-23263505 西岸艺术馆 河西区友谊北路3号	
10/12 From Baroque to Romanticism - Tianjin Grand Opera Orchestra 2013-2014 Series No.2 Price: 280/180/150/120/80 从巴洛克风格到浪漫主义—天津歌剧院交响乐团(天津交响乐团) 2013-2014系列音乐会1 天津大剧院 音乐厅	10/12 Double Ninth Day Themed Concert 重阳节专场音乐会 No.3 Youyi Bei Lu, Hexi Tel: 022-23263505 西岸艺术馆 河西区友谊北路3号		10/12 Peking Opera The Golden Cangue Price: 280/180/120/80/50 京剧《金锁记》 天津大剧院 歌剧厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	10/13 Zukerman and the National Arts Centre Orchestra Price: 380/280/180/120/80 平夏斯·祖克曼和加拿大国家艺术中心交响乐团音乐会 天津大剧院 音乐厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	10/18 China Folk Music Concert 电影里的中国声音民乐音乐会 
10/16 YY Beer House Wine Tasting Event Date: Oct, 16 Add: No. 3 Ao Men Road, Heping (Behind the International Building) Tel: 2339 9634 138 2111 8292(English) Hrs: 11:00-24:00	10/19 The Crypt Choir Price: 280/180/120/80/50 英国坎特伯雷童声合唱团音乐会 天津大剧院 音乐厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	10/19 String Instrument Quartet 弦乐四重奏音乐会 No.3 Youyi Bei Lu, Hexi Tel: 022-23263505 西岸艺术馆 河西区友谊北路3号			10/19 YY Beer House Wine Tasting Event Date: Oct, 16 Add: No. 3 Ao Men Road, Heping (Behind the International Building) Tel: 2339 9634 138 2111 8292(English) Hrs: 11:00-24:00
10/25 Movie Theme Song Concert 电影音乐精选音乐会 No.3 Youyi Bei Lu, Hexi Tel: 022-23263505 西岸艺术馆 河西区友谊北路3号		10/26 Guitar Solo Concert 古典吉他致敬—李威伟吉他独奏音乐会 No.3 Youyi Bei Lu, Hexi Tel: 022-23263505 西岸艺术馆 河西区友谊北路3号		10/26 From Baroque to Romanticism - Tianjin Grand Opera Orchestra 2013-2014 Series No.3 Price: 280/180/150/120/80 从巴洛克到浪漫主义—天津歌剧院交响乐团(天津交响乐团) 2013-2014系列音乐会2 天津大剧院 音乐厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	
11/1 Les Petits chanteurs de Saint-Marc Choir Price: 380/280/180/120/80 放牛班的春天—法国圣马可童声合唱团音乐会 天津大剧院 音乐厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	11/1-2 Drama Mr.and Mrs.Single Price: 180/120/80/50 小剧场话剧《离婚男女》 天津大剧院 多功能厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	11/2-3 Stage Drama: Assassin Price: 380/280/180/120/80 话剧《刺客》 天津大剧院 歌剧厅 Culture Center, Pingjiang Dao, Hexi Tel: 83882000 天津大剧院 河西区平江道文化中心	10/1-31 YY Beer House Beer Happy Hour Date: Oct, 1 to 31 Time: 21:00-24:00 Add: No. 3 Ao Men Road, Heping (Behind the International Building) Tel: 2339 9634 138 2111 8292(English) Hrs: 11:00-24:00		10/1-31 YY Beer House Beer Happy Hour Date: Oct, 1 to 31 Time: 21:00-24:00 Add: No. 3 Ao Men Road, Heping (Behind the International Building) Tel: 2339 9634 138 2111 8292(English) Hrs: 11:00-24:00

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SICK IN CHINA?

生病了怎么办？

来中国之前，我最大的担心就是生病。因为语言不通，我没办法和医生交流。如果他给我开错药怎么办？我甚至想过我要是客死他乡，那我父母还得大费周章把我的尸体运回英国。于是我从英国带了一大批的常用药，这其中甚至包括外伤缝合用的针线。但是直到这些药都过期了我也没吃过。

可能我保养得当吧，我只在刚到中国时病了几个月，后来就再没生过病。我也去过这里的医院，但总体印象不是太好。最大的问题就是有人不顾“禁止吸烟”的标志，在病房内随心所欲地抽烟。厕所的卫生状况也令人堪忧。有一次我去看一个孩子的朋友，她的病床离厕所非常近。糟糕的气味让她想要立刻出院。

可一旦你生了病，医院是唯一能帮助你地方。这个时候，有中国朋友的好处就显现出来了。他们都会很热心地带你去针对你病症的专科医院，帮你和医生交流病症。如果你不得不一个人面对这一切，你可能会被医院里熙熙攘攘的人群吓到。人多，也说明这家医院值得信赖不是吗？你要做的就是注意观察他们是怎么看病的。

一些在中国生活过多年的外国人对看病流程已经了如指掌。Awais告诉我们，看病一般从挂号开始，然后找到正确的科室，让医生替你诊断。在这个阶段，中国人和外国人有些不同。中国人很少会问医生给自己开的什么药，而是照单全收。而且他们更愿意选择输液，而不是口服药，因为输液见效更快。外国人则相反，他们担心输液会有感染的风险，而且会告诉医生尽量开口服药。之后你就要到交费处缴费然后去药房拿药。这两个程序依然要排很长的队。

Awais说，在中国的外国人一般分成三类：外派职工、留学生和自主创业者。他们对医疗费用的承受能力是不一样的。外派职工一般都由公司负担医疗费用，而且他们可以去找比较昂贵的外国私立医院。这些私立医院的花费着实不菲。以验血为例，中国医院一般要200元，但在外国私立医院可达3000元。David曾属于这一类人群。但是当他退休以后，他就享受不到这样的待遇了，他只能去中国本地的医院。他提供了两个建议。你可以像中国人一样去排队挂号、等待问诊、然后再去排队交费、取药。你必须要有耐心，因为医院里每天人都很多。或者你可以选择VIP病房也就是所谓的“高干病房”，这里的设施和服务明显要好很多，但是费用比普通病房稍高一些，但仍低于私立医院。

在天津，已经有三家医院成为政府授权的涉外医院，配有外国人就诊绿色通道。天津一中心医院就是其中之一家。我们有幸参观了医院里的国际医疗中心。这里的环境整洁明亮，而且候诊的病人要少很多。这里主要针对离休老干部和外国人，所有的医护人员都能用英语交流。这里有专门的护士全程导诊，免去你到处排队办手续的烦恼。

国际医疗中心的病房也让人耳目一新。这里也许不应该被叫做“病房”，因为完全没有医院的感觉。每个病房都配有客厅和独立卫生间，有的甚至配有厨房。这些病房更像是酒店式公寓。在安全性和私密性上，这一区域也做得非常好。病人家属需要门禁卡才能进入。

现在你是不是对看病这件事松了一口气？但是最好的方案还是提前做好预防。注意个人卫生，勤洗手、多喝水、注意休息。多补充些维他命或是听从中国朋友的建议，喝些板蓝根，据说这是预防感冒的良药。

Before I came to China, like most of you, my biggest fear was getting sick whilst I was here. Getting sick when you are far away from home is a really terrible business. There is the language barrier to start off with. What if you don't speak Chinese and need a doctor, how on earth would you be able to explain your symptoms? What if the doctor gave you an incorrect diagnosis? Even worse, what if the doctor gave you medicine that made you even sicker? My feverish imagination had me getting sick, dying and leaving my poor parents with the problem of sending my

corpse back home. Therefore in order to cut down on this possibility, I shipped lots of supplies which included vitamins and supplements by the box load, including hair supplements in the event that the MSG in the food made my hair fall out. I even shipped a first aid kit complete with scissors and needles in case I got a wound that I needed to stitch up myself. As it happens, my vitamins have gone uneaten and are now past their expiry date as I did not need them. That is not to say that I have not been sick, in fact when I first came I was sick for almost four months, to the



waiting line

extent that I thought I would have to leave China and go back home. But I recovered and now I am rarely ill, much to the disappointment of my Chinese friends. They are sick often and I am sure some of them actually enjoy it. They often tell me that as I am abnormally healthy, I am sure to contract something really bad, "everyone knows really healthy people suffer later in life". If I sneeze they ask me hopefully "Are you getting a cold?" The disappointment on their little faces when I tell them "no" is obvious.

I have had a couple of experiences with Chinese hospitals, and one of them was when I went to visit a friend who had had a baby and what I saw left a lasting impression on me. On the wards people were smoking, usually standing under no smoking signs, and the nurses and doctors just ignored the perpetrators. My friend's ward was opposite the toilets and her bed was nearest the door. It was high summer - you can imagine the smell. Some people had washed their underwear and socks and hung them up in

full view of everyone else. The wall was covered with the bloodied bodies of dead mosquitoes. It wasn't very nice and she was anxious to get out.

This article is not meant to be a wholesale attack on the medical system here, far from it and of course not all Chinese hospitals are bad, indeed there are many good ones, and as the medical industry here generates big bucks, there are new hospitals being opened all the time. The key is to know where to go and what to do. If you do not have expensive medical insurance and cannot opt for the fantastic, albeit expensive international medical facilities that we have here in Tianjin, then Chinese hospitals are an option that you need not dismiss as being rubbish.

I hurt my back and numerous friends offered to take me to a hospital which specialises in this kind of problem and which has a very good reputation. I would never have known about it if it wasn't for my friends. This is yet another reason why I encourage

you all to have lots of Chinese friends. They can help us and we can help them.

If you are a fan of Chinese medicine, the Chinese Medicine Hospital at An Shan Xi Dao is probably one of the most famous and reliable in the city. Every time I have been there it has been absolutely overflowing with people. This is not necessarily a bad thing, this shows that people trust it. Remember the golden rule, watch what the locals do.

KNOW WHAT TO DO

Awais Javed, a long time Tianjin resident gave us valuable insight into how the system works here. He pointed out that there are essentially three major groups of foreigners here, students, people who are working for a company, and those running their own businesses. A major cause of concern for students is healthcare as they do not have the resources to take advantage of the excellent, expensive private clinics. They do however have other options, they can use the Chinese hospitals and if they are not sure what to do,

there will be no end of willing volunteers keen to help and practise their English at the same time. Not speaking Chinese needn't be a barrier if you know what to do or know someone that does. The problem is the procedures here are confusing and tedious. Awais explained in detail what to do if someone gets sick and wants to go to a Chinese hospital.

First of all you will have to get registered to see a doctor, which involves joining the first of many queues and paying a small fee, which can sometimes be as low as five yuan. There are numerous counters all dealing with specific problems, so, for instance, if you have a back problem, then you will need to go to that specific department. This is where reading Chinese helps as these signs are mostly written in Chinese. If it is a big reputable hospital, many doctors will speak English, although in the smaller community hospitals they will not, so this is where your Chinese friends will be able to provide invaluable help. Once the doctor has diagnosed your problem he will prescribe treatment.

David also gave us some helpful information such as you also need to pay a small fee in order to obtain a computerized Hospital ID card and buy a patient notebook, "Bing Li Ben病历本" or the "Illness History Book". Taking it with you to each appointment has obvious benefits and you will be able to use the computerized terminals to access your own medical reports or test results. This is certainly an improvement on what we have in the West, it is not so easy for us to get this kind of information.



Awais knows a lot about living in Tianjin.

Anyone can go to a Chinese hospital and if you have a social security card, it is even easier and cheaper.

Regarding treatment, a big difference between us foreigners and Chinese people is that they do not ask questions about the medicine they are prescribed. They also they like to have medicine transfused, rather than take it orally. As a rule, we would shy away from this form of treatment, being worried about infection, but Chinese people want quick results, and this is the quickest way to get the medicine working. I am always horrified that if my friends have a heavy cold, they will go and get transfused with antibiotics. In England if we go to the doctors with a cold they will criticise us and say something like "Why did you come here, you are going to give everyone your virus? I can't help you, you can just go to the chemists and buy some medicine, drink lots of water and go to sleep". As in other countries there are strict regulations here governing medicine, so, it may be that many of the over the counter remedies that we buy in our countries are not available here without the doctor prescribing them. If a doctor says he wants to transfuse medicine you can simply explain to him that you don't want this method and he will give you a prescription. You join a queue, pay for your prescription and they will stamp it and you can then take it to the dispensary. As Chinese people don't ask questions, the pharmacist will be startled if you start asking what type of medicine has been prescribed, and if there are any side effects. However I am assured that if you ask questions, they are willing to answer, they are just not used to anyone asking. Anyone can go to a Chinese hospital and if you have a social security card, it is even easier and cheaper. How to get a social security card will be covered in the next issue.

EDUCATE YOURSELF!

Students may well find that they are covered by their university for any health problems. I studied here for two years and didn't know this. If you are a student who don't you try asking your university about health cover. Your university administration office will be glad to answer your questions -

they are keenly interested in their students as they want them in class, not off sick, this is also a reason why university canteens are generally clean.

For the workers here, their companies will surely have provided them with health cover, or some kind of insurance scheme. When Chinese people look for jobs, one thing that decides whether they take the job is whether or not it comes with health insurance.

DIFFERENT STANDARDS?

Apart from the tiresome procedures and language barrier, the other thing that foreigners will be most afraid of is hygiene, or lack of it. A foreign doctor who worked in a Chinese hospital before told me he couldn't use the toilets in his hospital. That tells you everything. I personally hate hospitals anyway - after all they are always full of sick people, so technically the chances of catching something from a hospital are actually higher than you may think. Apparently the hospital cleaners are overworked and the cleaning department are understaffed. Needless to say it is probably best that you make sure you don't have to use a hospital toilet. It really is a conundrum, that hospitals here are likely to have the most cutting edge medical technology, and state of the art facilities, but basic hygiene is still woefully lacking.

As mentioned before, smoking is rife in hospitals, sometimes people are smoking under the No Smoking signs right outside the doctors' rooms and the doctors and other hospital personnel completely ignore it. Awaits, ever the optimist told me that it is getting much better, there has definitely been progress in this area.

Regarding the smoking problem, in one hospital they held meetings three years ago to discuss how to eradicate it. At first they put No Smoking signs up. Then they asked all the hospital workers not to smoke in the hospital. Then they provided smoking rooms. After that came a really radical policy, if anyone was smoking they would not be admitted to the lobbies or wards. After three years of hard work it is starting to pay off and people are taking notice of the signs. Whereas before cigarette butts could always be found everywhere, they are now generally found in the stairwells, not on the wards. Remember China is a behemoth of a country, with such a vast administration and so many people how can change come quickly?

GOOD NEWS AND BAD NEWS

Here are two very different experiences and attitudes to Chinese hospitals, and upon

reading them you will immediately become clear as to why. David who lives in Beijing previously had the luxury of private healthcare being funded by his employers, but since he retired this is no longer the case and as a diabetic he needs to take good care of his health. He told us the difference in cost is huge, for instance a simple blood test costs about 200 rmb at a Chinese Hospital, but over 3000rmb at a western style hospital. As he has to periodically go to hospital for check-ups, he has observed that being a foreigner does present unique problems in a Chinese hospital. His good advice included the following: "First be prepared for the crowds and long waiting time. Take along some reading or listening material. Most hospital counters open before 8 am but people will start queuing much earlier. Some appointments can be made online, but this is can only be done in Chinese. When you finally get to see your doctor, do not be surprised that there are other patients still in the room and having their consultations with your doctor, this is not unusual.

Another alternative is to register for a VIP Ward 高干病房 "Gao Gan Bing Fang" at a Chinese Hospital. Also be aware that the notions of privacy at a Chinese hospital are not the same as in the West. It may be a shock at first, but if you are prepared for these major differences, you may find it easier to adjust and it may not be so bad after all!

It seems that if you are of modest means and you are not worried about time and can put up with the chaos, this might be a good option, should you need it. All in all, albeit the system is not perfect and there is room for improvement, David seems generally satisfied with the services provided at the hospital he visits, this is due in part to his open minded and accepting attitude.

This is Cathy's experience of the medical

He told us the difference in cost is huge, for instance a simple blood test costs about 200 rmb at a Chinese Hospital, but over 3000rmb at a western style hospital.

system here, she says "I always knew that some amounts of money were deducted from my monthly salary but I never knew what kind of insurance it was. There was one time I was really sick and I went to the Family United Hospital as recommended by my manager. However I was asked to move to a local hospital unless I wish to pay 1000 RMB for registration, plus extra 500 RMB just for a doctor's prescription. The insurance that my employer provides is only the local one which is the same as what the local employees have. So I took a taxi to the nearest hospital. Unfortunately none of doctors spoke English so we were forced to communicate by using a dictionary. Actually they even made me feel embarrassed in front of other patients just because I do not speak Chinese. In the end I could not suffer for several hours in pain with absolutely no communication or information from them, so I gave up and ended up coming back home without being given any treatment at all". The two experiences were different because David speaks Chinese and knows the system and Cathy doesn't.

THE VERY GOOD NEWS

As I said, this article is not an attack on

the health care system here. The two large hospitals, First Central Hospital and Tianjin Chief Hospital both have green channels for foreigners, so does this give us the green light to use them, are they up to our standards? Well as we always try to give our readers information that they can actually use to make their lives here run a little more smoothly, we have done the hard work for you and investigated one of these hospitals. I must say that Tianjin First Central Hospital (天津第一中心医院) is one of the nicest hospitals I have ever been to. It is located at Wang Ding Di Bridge and is a fantastic place for several reasons, one of them being that it is up to international standards

The benefits of using the green channel are that you don't have to join the melee and queue up. You are also guaranteed to be able to see a doctor that speaks English. The International Medical Centre is on the third floor, don't worry you won't get lost as every department is clearly signposted in English, so I was easily able to find my friend who was waiting at C block, and I was easily able to find my way to the International Medical Centre. Upon arriving there you will be relieved to find it is an oasis of calm. It is light



The International Medical Center of Tianjin First Central Hospital

FEATURE

The other secret is it is the first Government organisation to be able to deal with foreigners in the public sector. Whenever there is a big international competition, like the Olympics, or a big international meeting, if an overseas delegate needs medical assistance, the Government feels confident enough to recommend this hospital. There is no way that if it was not up to standard, that they would risk losing face by recommending it to foreigners.

I was invited to look around and I was keenly interested in the toilets, which were very clean, and the wards. "Wards" is not an appropriate word to use as here they are all private rooms. There are two prices, 600 yuan per night and 1,000 yuan per night. Both types of room were more like a suite in a four star hotel, as there is a bedroom, living room and kitchen and bathroom. Each bedroom and living room has at least two sofas, so you can have as many friends to visit you as you like. Some rooms even have space for your live-in maid – should you be fortunate to have one. As well as English speaking doctors, the nurses speak basic English, but if you are unable to make yourself understood, there is an interpreter on hand to smooth the way. Security is high and nobody is allowed to just come into this area unless they have a reason to be there. Other than that they simply will not be able to get in, or even use the elevator to get to the floor unless someone from within the department escorts them. This hospital is the real deal and if you have to avail yourself of their facilities, you can relax, they are well equipped to take care of you.

BEST POSSIBLE SOLUTION

Of course by far we all agree that the best thing is not to get sick in the first place. Sometimes this is unavoidable, like being struck with a serious illness, or sudden emergency or being involved in an accident. However sometimes getting sick is avoidable.

Being careful of what you eat and where you eat can avoid many stomach related illnesses. Don't eat anywhere where you have to wipe your feet on the way out, stick to clean places and be careful about street food. After all have you seen anywhere they can actually wash their hands before preparing it? Many of my Chinese friends tell me "Don't eat from that place, it is not clean".

Most of you carry sanitising hand wash, but how about your phone? Tests carried out revealed that handsets are filthier than the toilet seat. I use this hand wash to disinfect my phone, as I often hand it over to taxi drivers in order for them to be able to take instructions from my friends as to how to get to an address. As I often see drivers going to

"Wards" is not an appropriate word to use as here they are all private rooms. There are two prices, 600 yuan per night and 1,000 yuan per night. Both types of room were more like a suite in a four star hotel.



The VIP ward

the toilet in the bushes with not a hand basin in sight, I think this is a necessary precaution.

Stock up with vitamins and other medicines, if you have Chinese friends they can advise you about some special medicine they have, ban lan gen (板蓝根) which they swear prevents colds, I personally don't believe it works, but to be fair I have never taken it. Try to avoid public toilets unless you can guarantee their cleanliness, they are not all bad. I avoid sick people and my friends hate me for it, if they are sick they won't see me for dust. The rest of my advice is what you are already clear about, get enough rest and try to maintain a positive attitude. If you have to use a hospital here, don't worry, things are changing, now you can be well taken care of.

Yes, although the wheels of change turn slowly here, they are turning and they will roll on inexorably until they achieve the standards that we enjoy elsewhere.

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体验美式体育，了解美国文化

体育运动在中国的普及程度远没有其他国家那样强大。美国的高中都有橄榄球联赛，但是中国的中学生在课余时间都在参加补习班。而且我注意到，中国人擅长的体育项目大都是单人项目，比如乒乓球和羽毛球。现在有一位来自美国的体育老师“大牛”在天津体育学院的美式文化中心开设了美国体育文化项目，他希望与中国朋友分享美国体育文化中的团队精神。

大牛2012年作为美国明尼苏达大学的协调员来到天津体育大学的美国体育文化中心。他的大学专业是跨文化研究，至今已经走过了30多个国家。

在天津这个人口密度很高的城市，正规的户外活动场地很少。这里没有网球场或橄榄球联赛，但是天津有一支很强的飞盘全国冠军队“天津速度”和参加全国美式橄榄球联赛的队伍“天津海盗”。这两支队伍都得到了天津体育大学美国体育文化中心的支持。

美国文化体育中心成立于2012年，办公地点设在天津体育学院。该中心利用体育这个媒介深入研究美国社会的文化价值观。通过演讲、展示和教育等手段，该中心的体育项目不断被更多的中国体育爱好者所了解。他们同时也在体育竞技中更深入地了解了美国文化和价值观。

这个文化中心目前已经发展了多个体育项目，无论是中国人还是外国人都可以参加。中心正在招募露营、帆船、健身操、曲棍球和棒球等项目的运动员。每月根据不同的主题都会活动和对话，比如飞盘、美式橄榄球、桌游之夜和体育论坛，大家可以在一起充分享受这些独特的体育活动。

American Cultural Center for Sport

Sport and Game Opportunities in Tianjin

By Daniel McCoil



American Football huddle up, April 2013

Sport does not seem as culturally-strong a phenomenon in China as it does in the United States or other societies. The Americans attend high school football games, whereas the Chinese do yet have the free time to devote to such extra-curricular activities. It's also worth noting that most sports the Chinese are internationally competitive at are individual sports, like ping pong and badminton. Building an awareness of

teambuilding is, amongst other skills – like giving “100%” – one of the quintessential elements of American sports culture that the American Cultural Center for Sport's program coordinator, Mr. Daniel Konold, wishes to share with the Chinese community.

Mr. Konold joined the University of Minnesota's China Center in 2012 as the program coordinator of the American Cultural Center for Sport in Tianjin. He graduated from

Northwestern College with a degree in Intercultural Studies. He has put his education to good use, having travelled to more than 30 countries.

As a foreigner in China, particularly a densely-populated city like Tianjin, it can be difficult to find an outlet for sport or physical recreation outside the gym. Tennis or soccer leagues just don't seem to exist. Pick-up soccer games can, however, be seen around the city, says Mr. Konold. Tianjin is also home to the national Frisbee champion team, Tianjin Speed, and one of eight teams in the China American Football League, the Tianjin Pirates. These teams are supported by, in cooperation with Tianjin University of Sport, the American Cultural Center for Sport.

The American Cultural Center (ACC) for Sport has been operating at Tianjin University of Sport since early 2012, with its administration overseen by the University of Minnesota. The center uses the medium of sport to examine deeply-held cultural values within American Society. The unique sports-focused programming reaches a broad audience through public lectures, presentations, and education initiatives, all designed to develop a deeper understanding of fundamental American values through education, language, and the play of sport.

Mr. Konold, and his Tianjin University of Sport counterparts, visited several of the university's departments to introduce the ACC to faculty members. Mr. Konold also met with a sports journalist and the American Chamber of Commerce in the People's Republic of China in Tianjin to discuss ACC programs. The ACC was invited to NFL China's 2012 season kick-off festivities in September 2012. The activities gave Mr. Konold several opportunities to meet with network and sport executives from China, former NFL athletes and current NFL cheerleaders. This networking opportunity helped to secure guest lectures for the following months.

Programs

The ACC offers several American sport-related programs and activities to Tianjin University of Sport students, faculty, staff, and the greater community to develop an understanding of fundamental American values. Whether you are a foreigner or a local citizen, all are welcome to participate. The center is currently looking for sponsors and players to join their American Football team, the Tianjin Pirates. Also, the center is looking for anyone in Tianjin with American sport experience, ranging from camping, sailing, aerobics, to hockey or baseball, and more. The center would love to invite such individuals to come and give a lecture or demonstration. The ACC selects monthly themes and develops events and activities based on each

theme, such as weekly American sport activities and a series of “Culture Conversations”. What follows is a list of activities Mr. Konold is currently offering at the American Cultural Center for Sport.

The ACC selects monthly themes and develops events and activities based on each theme, such as weekly American sport activities and a series of “Culture Conversations”.

Ultimate Frisbee

The center works with the Tianjin University of Sports' Ultimate Frisbee team, Tianjin Speed, to incorporate American Cultural values into their practices. The award-winning team, aged from 19 to 45 years old, meets to practice twice a week, and proposed activities by American Cultural Center staff include training drills on how Frisbee is integrated at American universities. Despite the team having notably won the Chinese national championship, this is still a sport in the early stages of growth in the country, with Chinese people viewing it as a sport for ‘dogs’, figuratively speaking.

American Football

The center partnered with an upstart American Football team in Tianjin, the Tianjin Pirates, to help with coaching, sporting equipment, and providing a practice field. Creating partnerships such as this one has helped to establish the American Cultural Center as a community resource for American culture and sports in Tianjin, as well as increase the visibility of the ACC in general. Currently, the China league consists of 8 teams: 2 in Shanghai, 2 in Guangzhou, 2 in Sichuan, and 2 in the Tianjin-Beijing area (the Tianjin Pirates and the Beijing Cyclones). The Tianjin Pirates are currently looking for sponsors and more players to join, Chinese and foreign, both.

In the meantime, support the Tianjin Pirates at two local games on September 2nd and December 7th in the afternoon at Tianjin University of Sport. Their colors are red and silver.



Square Dancing Promenade, May 2013

Game Night and Poker Night

Held every Monday evening, game night is not only a chance for attendees to play their favorite games and board games together, but also exchange culture and ideas. Although Poker maybe not technically be considered a sport – in that it involves elements of ‘luck’ – the center does offer the availability of Poker on Game night. Game night is held in the recreation room of the center.

Discussion Corner

The center opens its office space every Friday for what is known as ‘Discussion Corner’. Attendees can discuss anything from sports and culture to life in all of its generalities. All are welcome to attend and exchange culture and ideas. If you are interesting in developing your English or Chinese skills, then this is a perfect opportunity to engage in a mutual exchange of language.

Visitors

Mr. Konold has welcomed several visitors to the center since the grand opening. In May, officials from the U.S. Embassy Coordinator for Outreach an Engagement, Greg D'Elia, and Minister-Counselor for Public Affairs, Tom Skipper, visited Tianjin University of Sport Vice President Zhang to tour the ACC and TUS facilities. The visitors were introduced to the history and details of TUS.

Also in May, University of Minnesota-Duluth students visited the ACC and spent more than three hours learning and exchanging ideas about U.S. and Chinese sports culture. The American student group of nineteen participated in numerous discussions, including baseball in China and

sport as a business. The group received a demonstration on how to perform a traditional Chinese dance and was able to watch preparations for the Dragon Boat races, as well as a Kung Fu performance.

Getting Involved

The center is currently looking for players and sponsors for its American Football team, the Tianjin Pirates, and also welcomes you to share your sports experiences as a guest speaker. The center also opens its doors to all interesting in participating in any of their on-going activities, as detailed above. Please visit the center's website, <http://uschinasports.umn.edu>, or email the center's program coordinator, Daniel, directly at dkonold@umn.edu. The center can be found on Weibo or QQ: 1283268278.



大牛 & Daisy

留学生经济

教育业的发展对于国外政府财政有积极影响，对面临生存危机的部分学区和公校，更是一根救命稻草。如今，全世界已经有超过130万中国留学生遍布世界各个国家，其中有许多学生选择到加拿大继续深造。

由于加国出现“人口增长瓶颈”，各个省许多社区开始出现学区生源不足的问题，生源不足导致财政拮据的省府减少拨款，甚至关闭学校以降低消耗，而省府的措施又会导出一系列社区矛盾和社会问题，形成恶性循环。

于是，省府和省议会、教育厅曾多次表示，增收国际小留学生，可以填补许多公立中小学生的空白，缓解省府教育资金匮乏的窘境。也正因此，近年来加国教育部门和许多较大的移民中介机构，常常强调“留学生进公校的好处”，而不像另外一些国家倾向于让小留学生进学费更高的私校。

对比来讲，成年留学生的经济效益，局限在学费、住宿费和日常消费等领域，而小留学生不但这些一样不少，还可能附加有家长伴读、择校购房等更广阔的商机。不仅如此，成年留学生几年后会毕业，或回国发展，或留下求职，前者“留学经济”到此为止，而小留学生完成中小学学业后通常会继续留学，是更长线、更稳定、更有利可图的买卖。

也正因此，亚太、尤其中国大陆小留学生才备受海外学校青睐。这些地区来的小留学生通常家境殷实，有陪读、择校和购买“学区房”的习惯，由于东方家长普遍重视孩子学业，在小留学生学习、生活上更舍得“下本”，这自然意味着有机会赚更多。

同时，选择海外留学的原因多种多样。首先，许多家长对中国中小学的应试教育不满，认为北美中小学的启发式、开放式教育更有利于孩子身心健康成长；其次，不少家长心疼孩子在国内学习压力大，太过辛苦，希望给孩子“换个环境”；第三，一些家长认为，在国外读中小学，上“常春藤盟校”等国外名牌大学的概率更高，“不要让孩子输在起跑线上”；第四，一些家长对国内污染、食品安全等十分担忧，希望替子女寻找一个更理想的生存、发展空间。

当然，还有一部分家长在当前加拿大收紧移民政策、却相应放宽留学生转移移民政策的背景下，想通过让子女做小留学生“搏一个身份”，或其实真正想“换个环境”的其实是自己，却打着“为了孩子”的堂旗号举家“留洋”。拖家带口，举家迁徙，是这类小留学生家庭的常见场景。

最近，一位天津女孩儿Michelle被加拿大莱斯桥大学录取，并且在我的陪同下飞抵加拿大、顺利办理入学手续。一路上女孩儿显得格外兴奋，并且对未来的学习生活充满期待。在叮嘱她一系列注意事项的同时，我也祝福她在加拿大可以学业有成。

Chinese Students in Canada

by David Wong



Chinese Students Abroad

Do you know there are over 1.3 million Chinese students studying abroad and many are in Canada. I recently travelled with Michelle who is from Tianjin to help her register for University in the province of

Alberta in Canada.

The first step was for her to apply for entry into an educational institution. In Alberta, there are several choices and will depend upon a student's desired interest and

qualifications.

Most institutions will have a deadline of 4 to 6 months before the admission date. In this case Michelle wanted to start school in September so she had to submit her application before April. Her interest was in Business, so I recommended 3 of Alberta's six Universities and she considered Universities in Edmonton, Calgary and Lethbridge.

Her final choice was the University of Lethbridge and was accepted within 2 months.

The next step was to apply for a student visa from the Canadian Embassy in Beijing. Which is very straight forward and described in detail in their website www.international.gc.ca The application process takes 4-6 weeks but I suggest that to be safe, allow at least 2-3 months. Michelle obtained her visa by the end of June. The Canadian Immigration officer at the port of entry will inspect these documents when you land in Canada. In Michelle's case, this was Vancouver. If Vancouver is not the final destination, I suggest that you allow for a minimum 3 to 4 hour connection for your next flight.

A serious consideration before choosing to education abroad is the cultural impact and changes that will be experienced. For Michelle, this was quite easy because she had spent 2 years in school in London, England. But what about first time travellers?

Most North American schools are not as structured as Chinese schools and the system of education allows for more self-direction and independence for the student. This may require the Chinese student to adjust to this type of independent system. The other aspects of adjustment include language and food. English is the language of instruction and French is available in some institutions. These are the two official languages in Canada. If the Chinese student does not have the required level of English, there are many ESL or English as a Second Language offered by institutions before entry into the academic program. These programs can vary from a few months to a year depending upon the existing level of English.

Where to live when going to school abroad? There are many choices. Home stays are very popular and means staying with a local family. It usually means having your own bedroom and sharing meals and domestic chores such as laundry and housework with the family. This will provide the student with the opportunity to speak English on a regular basis as well as the support of a family while living in a foreign place. This is also the lowest price alternative.

There are living accommodations on

Campus that can be a dormitory or individual units. These are convenient and mean the student does not have to worry about transportation to classes. However, demand for on campus housing is very popular and in high demand so students have to apply early. Michelle was lucky and was able to get a bedroom in a brand new shared four-bedroom apartment that was just built on campus at the University of Lethbridge.

Another alternative to housing is renting an apartment off campus on your own. This may require the help of someone in the area or making an earlier trip to see what is available. Again, demand can be high during the school year so may need to be done early.

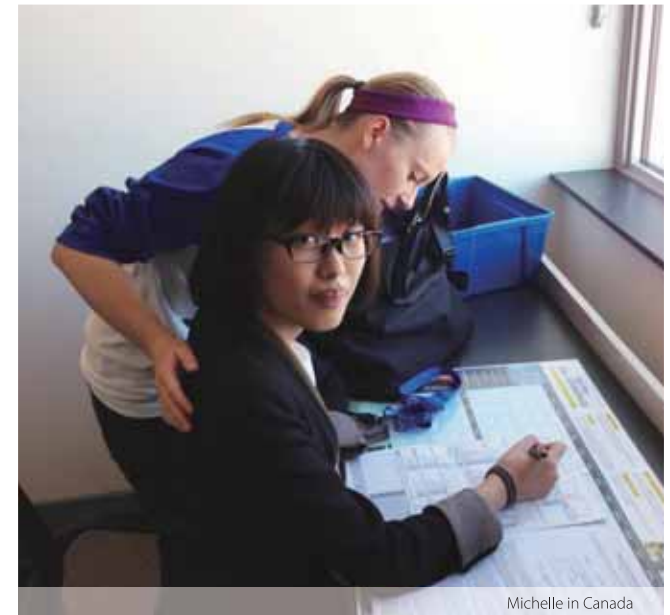
Most North American schools are not as structured as Chinese schools and the system of education allows for more self-direction and independence for the student.

One other important adjustment is food. Tianjin dumplings Gou bu li bao zi will unlikely be found in Alberta. There are Chinese restaurants, but most will have Chinese food cooked to a western taste. If a student is living on their own or have access to cooking on their own, they can find most Chinese type ingredients locally.

Do not bring appliances from China. The electricity voltage system in Canada is 110 and Chinese appliances are 220.

Food servings in North America are usually much larger than what a student is used to in China. Also Canadian food tends to be blander when compared to Chinese food. So if the student likes spicy or highly flavored foods, he or she should take their favorite spices.

Weather, most people in China think of Canada as being very cold, although I have been in Harbin and Shenyang when the temperatures were -20. Alberta winters can also be this low but the summers are wonderful. When Michelle arrived at the end



Michelle in Canada

of August, temperatures were up to 30 and the air is so clean with no pollution. She brought plenty of winter clothes so should be fine to experience the Canadian fall and winter.

Foreign Chinese students for Canadian schools are desired. They are good students and as China is developing, Canadians are getting to know China better and see this as an opportunity to develop better relationships with China. Recent investments by Chinese companies in the Alberta oil and gas sector have increased the profile for trade between China and Canada. The Bank of China has opened a branch in Calgary and the Chinese Consulate in Calgary is very active.

Chinese students are also profitable for Canadian schools. Tuition for foreign students is usually 3 times higher than local students. This is because the families of local students pay education taxes to support the schools so there is a higher cost charged for foreign students. Many schools now recruit Chinese students and consider having joint programs with Chinese schools. Almost all Alberta universities, colleges and institutions have cooperative agreement for exchange of students or programs where the Chinese student will start courses in Alberta and complete them in Alberta.

There are also summer programs available for those that want the experience of living abroad before applying for long term study. These should be offered by established schools and approved and recognized by governments or else visas may be difficult to be successfully processed.

After completing her first term in Lethbridge, she will transfer to Calgary and complete her business program there. She is looking forward to her new experience in Canada. Compared to the 10 million population of Tianjin, Lethbridge has a population of 70,000 while Calgary is just over a million.

Michelle's initial impression while in Alberta was how clean the environment is and the pace of living is very relaxed. Traffic is very smooth and travelling 2-300 kilometers is not considered very far because of the relaxing way of driving compared to the heaving traffic in Tianjin and Beijing with over 5 million cars fighting for the road.

People are also relaxed in Alberta, there is not the high level of anxiety that seems to be prevalent in China where everyone is under stress and pressure to compete and to get things done now. I am sure Michelle will enjoy her experience in Alberta and wish her the best in her studies.

我们是来找麻烦的吗？

我之前的文章都是告诉大家如何在中国做生意，但这次我要说说中国人是怎么看我们的。为了给大家最直观的印象，我就直接转述他们的原话了，如果你看得不舒服还请见谅！

第一位是我的一个供应链合作商。我跟他说我正在写一篇文章，想让他谈谈对我们外国人的印象。他大笑起来，说道：“你们是很好的朋友，也是值得尊敬的合作伙伴，但你们总是给我们找麻烦！”他提到我们坚持让其购买自动钻孔机的事。他认为，目前他们的工人通过手动的方式可以很好地完成打孔工作。购买自动化机器只是为了向外人炫耀。但实际我的想法是，如果这个熟练工辞职了，那么是否可以找到同样素质的工人？我们只是想一切都做到标准化，这样无论谁来做都不是问题。

和中方合作伙伴的交往中，我们总是争论什么才是最佳实践惯例。在他们心里，我们就是来找麻烦的，总弄些不切实际西洋景。比如，我们要求工厂的工人穿戴全套的安全帽和工作服，但是中方从经理到工人都不同意这样。“我们没有这些保护措施，但过去两年我们的事故率为零。按你们的要求施行之后，我们的工人差点犯了两次致命错误。他们不习惯全副武装，这会妨碍他们干活，你就让我们按自己的方式做吧，出了事也不用你负责。”也许我应该相信他们的安全纪录，但是一旦出事，负责任的确实不是我！

但有一点我是认同的。有一位女老板跟我说，你们外国人应该多出来和中国人应酬应酬，别总是一本正经谈生意。如果你们在私下能成为朋友，以后的合作会获得更多的优惠，他们也会更重视你。

中国人和外国人做生意的方式真的有很大不同。所以，只要中国人的方法没出问题，你就不要试图修正。

If it ain't broken, don't fix it!



Fixing is not always good

Most of my previous articles tell my take on doing business in China. For the Chinese Golden Week, I decided to write an article about the Chinese point of view on doing business with us westerners. You'd be surprised about the remarks our business partners have about our way of doing business. Some of their notes aren't pretty but I took a vow to publish their remarks without editing (as much as a general audience magazine can publish) so forgive me if you don't like some of the opinions below.

I was talking to one of my supply chain

partners - a supplier whose general manager is a great friend of mine - to discuss our schedule for the coming month. When I told him that I am writing an article about Chinese opinion in doing business with foreigners he laughed out loud and yelled "damn!" to which I naturally inquired. After much convincing, he agreed to tell me what he thought. I'll just let you indulge in what he said:

"You guys are good friends and respectable business partners but I have to tell you that you are a major pain in the a*s. You know for example that automated drilling

machine you insisted that we buy? Well, it has been a royal fu*k to our operation and has only caused us a headache that we used to avoid. What's wrong with manual drilling? Huh? Our operators are fully capable of drilling that holes in the components without this machine causing all that hassle. It's cost us hiring two engineers to operate it and two workers to load and unload the parts from it while only one worker did the drilling job before. And for what? Just so you can boast around telling everyone that your drilling is automated and the error variance is 0.01%. We already had the same error variance when we did it manually but you just had to screw it for all of us. I hope you're happy."

Of course I disagree with the notion that we insisted on automated drilling just to go around telling people about it! I know that they have skilled workers there but we never knew when the good worker will leave and we would be faced with an unskilled worker doing the job. We had to find a standardizing method to make sure that things will ALWAYS be done right. However, listening to him made me wonder if it was easier and cheaper to include a clause in the contract saying that as long as the error was within the required limit, I don't care how you do it. Maybe it's easier for them to hire skilled workers or train new ones that to buy and operate automated machinery. At the end of the day, it's all about money and savings, two topics where we stand to learn from Chinese manufacturers.

Another supplier had a hilarious opinion about communication and translation. We had in the past insisted that supplier accommodate our engineering teams who don't speak Chinese (Mandarin) and the supplier agreed to hire an interpreter. After a while it seemed that we will need a new interpreter as the person we dealt with had trouble interpreting technical words and was in fact an ex-tour guide. The problem is the new interpreter was also not able to do the job well. That's when the supplier got fed up and sent an email saying:

"You better learn Chinese my friend. Or maybe hire engineers who spoke Chinese. Or hire your own interpreter before your next visit. When you go to buy a car, do you point at it and expect the seller to sell it without any inquiries? If you go to a restaurant who can't serve you in English, do you insist on asking them to hire English speaking waiters? Or do YOU try to accommodate their language abilities? It's just impossible to ask the whole country to learn English when it's easier for you to learn Chinese."

Again, I disagree with the notion for

several reasons. One is that we're not an American or British company. We were in fact a French/Spanish company and we served all foreign clients in English although it was not our first language. We just had to join the international community in using the easier language. But because most of our suppliers are sensitive about this issue, I think it might be easier to hire our own technically-able interpreter to make things easier for all of us. I do by the way try to learn Chinese but I don't think I'd be able to discuss a contract or explain engineering technical specifications to our supplier in Mandarin anytime soon.

Another common complaint was that we interfered with how partners did business inside their facilities. I had in the past tried to spread what was known in the business community as {best practice} which includes Environment, Health and Safety among many aspects. One supplier in particular didn't like the label {best practice} saying:

"Best practice as defined by whom? I don't think it's best! A lot of people don't think it's best! Maybe it's best in the west but here we have independent best practices. Your insistence that each worker has a helmet, a protective suit and complete industrial safety gear is not realistic. I can buy and hand the gear to the operators but I know they won't use it and if they do, it will greatly reduce their ability to work. Southern China is hot and humid and people don't want to be confined in armor while working in the facility. And don't even bother telling me to install air conditioning throughout the plant just to allow the operators to get fully dressed in safety gear. We've had zero accidents for the past two years without the so called safety gear and the first time we tried to force workers to use them, we had two operators making nearly fatal mistakes during handling heavy equipment. They are juts not used to this and never will be. So please allow us to

In any case, I think letting them be and not interfering with their internal organization might be the best thing to do going forward...



My Chinese partners have a lot to say about me.

work the way we're used to. At the end of the day, worker safety is our responsibility and legally you're not obliged to oversee our safety protocols. I appreciate your opinion though."

This gentleman seemed very protective of the way his factory did business and I respected his opinion. The fact that weather was the preventive cause for not using full protective gear was not convincing to me as after all some hotter, more humid countries had strict safety protocols (Malaysia and Singapore for example) and the workers were fine with it. However, he was correct about the safety record and for some reason it seemed that the new safety gear trials didn't go as well as I expected. Maybe they really work better without the heavy gear or maybe they just felt uneasy about adopting the new protocols. In any case, I think letting them be and not interfering with their internal organization might be the best thing to do going forward. After all, my friend is correct about the legal side of the argument. It was not my responsibility to supervise their protocols. It was his!

On a lighter note, I asked one of our partners to tell me her honest opinion about foreigners she does business with and I didn't need to say anymore. She left out the business opinion and laughed as she said:

"You guys are nice but you're a bit weak! I'm a woman and I drink more than you do. When is the last time you were in a drinking game? Do you remember when my husband beat all of you in the Sake contest? Really, if

you want Chinese business partners to think of you as a permanent friend, you have to join some off site activities with us. Maybe go with the guys to a night out and relax a bit. Being too formal just makes people feel that you're just a customer. Build your personal friendship with your suppliers and you'll see a totally different face of doing business. You might even expect some discounts done at the personal level. In China, there's nothing that can't be changed for a friend."

This one, I totally agree with! I've seen price lists change when I've become good friends with a CEO or went to a golf tournament with him from time to time. I've seen my product shipped earlier and given higher priority handling when I spoke to the general manager at a late dinner with the pals. I do confirm that personal relations affect business relations in China. But beware that this goes both ways. Get on the wrong side of a business partner and you can expect an uncaring attitude and a by-the-book response whenever you need a favor. Of course it goes without saying that some limits are not to be crossed but as long as you're within the red lines and not crossing them, it's a good idea to change your position from business partner to business friend.

It's a different point of view about doing business in China between Chinese and Foreigners but I guess I can sum it all up when I say, if it ain't broke, don't even try to fix it! Have a happy Chinese Golden Week.

Annual Carnival Of The Expats Community & A Great Chance To Communicate With Foreign Customers

-----2013 Tianjin Expatriate Community Expo

2013外籍社区生活展

随着经济发展全球化与国际化,中国一线城市的外籍专家证持有人的数量已经再创新高。仅2010年,就有超过460万外籍专家在中国工作、生活。作为特殊的消费群体,外籍人士的购买力远远高于普通消费者。近期的一项调查显示,中国有16%的外籍专家月薪超过4万,39%在2.5万到4万之间,35%在1万到2.5万之间,仅有10%的外籍月收入在1万元以下。但是,以外籍人群作为目标客户的高端产品市场尚未完全开发。

在北、上、广等一线城市开展的“外籍服务展会”取得空前成功,在外籍社区引起广泛反响。展会不仅提升生活水平,同时也是宣传城市的软实力,进一步推动城市发展良性循环。由此可见,外籍社区展是推动天津发展不可或缺的一项重要路径。

由《今日天津》杂志社主办的2013第三届外籍社区服务体验展9月5日-8日在梅江会展中心圆满落幕,此展会得到中外籍读者及广大客户的关注和认可。

With increased economic globalization and internationalization, cities in China like Beijing and Tianjin, reached a new peak of foreign specialists. In 2010 over 460 thousand foreign specialists worked in China. As a special group of consumers, the amount of purchasing by foreigners is several times higher than that of local people. According to research, 16% of foreign specialists in China receive salaries over 40 thousand RMB, 39% receive between 25 to 40 thousand, and 35%



天津圣西琳食品有限公司
Tianjin Sansilin Food Industry Co.,Ltd

First time to attend to the expo. We have a series of high-end product and the target client will be the Tianjin expats community. The delivery service of pastry is our advantage.

between 10 to 25 thousand RMB, Only 10% receive below 10 thousand RMB. However, the high-end market consumption of foreigners is not very well developed.

The success of the "Expatriate Services Expo" in Beijing, Shanghai and Guangzhou is impressive and regarded well by foreigners. Not only does it change and improve the living environment in China, but also the soft power of cities is promoted. This shows that the "Expatriate Services Expo" is the most useful tool and makes a big contribution to a rapidly developing city like Tianjin.

With the number of expatriates increasing, it is essential to establish fair and sound business evaluation agencies and exhibitions to provide quality products and service information.

The Expo organizer, JIN Magazine (今日天津) belongs to Jinwan media group and has provided services regarding foreign affairs for many years. It is a trustworthy magazine that has many resources for readers and exhibition businesses. Also its strong ability in organization can achieve business goals. Hopefully such a successful and meaningful event for the expat community will continue in the future in Tianjin.



天津昆恩服装有限公司
K&C Garments Co.,Ltd

Get the information about the expo from internet forum. There is actually a store in Tianjin so the purpose of attending the expo is to promote and display our product.



天津天诚丽笙世嘉酒店
Radisson Blu Plaza Hotel Tianjin

We attend the Tianjin Expats Expo every year. The location of Radisson Blu Plaza Hotel Tianjin is quite convenient and excellent. We are very close to Tianjin train station so our hotel is definitely the best choice for business traveler in Tianjin.



天津在慧觉国际贸易有限公司
Prajna Vision International Trade Co.,Ltd

Our business is the sales of present and target client range is middle or large scale companies. Hopefully, we could enlarge our reputation among potential clients.



天津好宝有机农业有限公司
天津分公司
HAOBAO ORGANIC FARM

Although this is first time to attend to such event, we held several display activities at Tianjin high-end residential area and they were very successful among potential customers. In order to communicate with foreign family, we have a well-trained co-worker to be in charge and guarantee that fresh organic vegetable delivery service is available to Tianjin expats now.



天津大学
TIANJIN UNIVERSITY

At present, we are about to enlarge the popularity of Tianjin University and promote our projects, such as MBA, EMBA, MPA, etc.

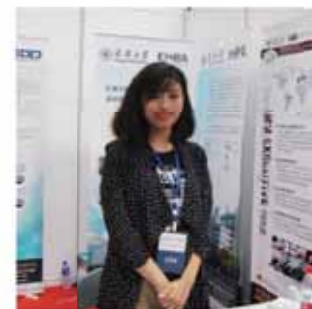
盛捷服务公寓(雅诗阁中国旗下)
Somerset Serviced Residence
(managed by Ascott China)

We have attended to Tianjin Expats Community Expo last year. Most of our clients are from western countries, Japan and Korea. the suite we provide is attached with kitchen, dining room, or even balcony, plus the area is bigger than hotel room and the service is much better than regular apartment, which are the specialty of our serviced residence. For the foreign family landed in Tianjin for the first time, they do need 24 hours



天津新世纪儿童医院
International Children's Hospital

Our hospital provides internationalized medical service to the high-end people in Tianjin. Most of our co-workers from medical team are bilingual and capable of communicating with foreign patient directly.



红莲模玩俱乐部
GURREN HOBBY

Our friend introduced us about the Expo. As we know, camping or having picnic is quite common in foreign country so i think our target consumer group is quite closed to Tianjin expats community.



北京贝立兹语言培训有限公司
天津分公司
Berlitz Corporation Tianjin Branch

Our business is to provide English training for Chinese employee and Chinese training for foreign employee, including Chinese culture.

PROMOTION

一年一度星厨降临

福楼法餐厅已经成为天津餐饮界一颗耀眼的明星。每年9、10月份，来自法国的米其林星厨丹尼·尚博都会莅临京津两地的福楼餐厅，为食客们奉上其精心准备的特别菜单。

今年恰逢福楼在中国开业的第14个年头，丹尼大厨带来了全新的松露系列菜品。他给我们讲了很多关于松露的故事。在法国的市场里，最好的松露都为全国最著名的大厨留着，一般人有钱都买不到。

福楼在中国的餐厅有75%都是中国客人。我很奇怪他们是否真的了解松露的价值和口味。虽然他们在美食上一向慷慨，但总会把钱花对地方。但显然我的担心有些多余，因为丹尼亲自掌勺的那个晚上，所有的作为都预订一空。

A VERY SPECIAL EVENT

by Paula Taylor



Truffles

Flo has always been an important part of the restaurant community and for good reasons, fantastic food, lovely decor and a wonderful atmosphere in an iconic setting. However once a year something very special happens, Michelin starred Chef Daniel Chambon, comes to China to present a very special menu. This year he was invited in honour of Flo's 14th year anniversary in China.

He was only in Tianjin for one night, so to say it was the hottest ticket in town is no exaggeration. All tables were fully booked. This year the menu was based on truffles. I have never eaten them, except for the chocolate kind that is, and my knowledge was limited to the fact that I knew they used pigs to find them. Actually Chef Chambon told me he uses his dog to find them, as although pigs are experts at finding truffles, they find them irresistible and want to eat them, whereas dogs are happy to dig them up and allow them to be taken away.

There is something very nice about Mr.

Chambon, and it is the fact that he gets hugely excited when discussing food. He had placed several large truffles on the table for us to know what all the excitement was about, and his face lit up when explaining their qualities. This is the closest I have ever gotten to a truffle. They were summer truffles, black on the outside and marbled white on the inside. In winter the truffles are black inside and out and have a superior flavour, they naturally are a lot more expensive and are known as black diamonds. He told me many amusing stories about the truffle market where he lives in France, and by all accounts outsiders are prevented from buying the best truffles. They are reserved for the famous chefs from all over France, who either attend themselves or send representatives with an extensive list of requirements.

Apart from being a popular restaurant with the expat community, Flo has managed to attract a 75% Chinese customer base. Many of them are regulars and attended last

In winter the truffles are black inside and out and have a superior flavour, they naturally are a lot more expensive and are known as black diamonds.

year when Chef Chambon came and also prepared a special menu. This is an impressive feat as Chinese customers are notoriously demanding, they want something new all the time. Whilst they are happy to spend money, they don't like to waste it so I wondered what the reaction would be to the truffle extravaganza. Do Chinese customers get what all the fuss is about, or would they just think truffles are overpriced mushrooms? There are many discerning diners in Tianjin and they have keenly anticipated this event, in fact the restaurant was fully booked for it a month ago.

Don't worry if you haven't been able to participate, although you have missed sampling a master chef preparing such exquisite delicacies, Flo welcomes you at any time, even if you just want to have a cup of coffee and a dessert and savour the atmosphere.



Chef Daniel Chambon

SEVEN DAYS GROUP Seven Days Group since 2002

A classy western cuisine corporate from Japan with four outlets in Tianjin



SEVEN DAYS
天津经济技术开发区第二大街62号伊势丹2号店地下1F
-1F, ISETAN Store 2, No.62, 2nd Avenue, TEDA
OPEN 11:00-22:00



SEVEN DAYS
天津和平区南京路108号天津伊势丹7F
7F, Tianjin ISETAN, No.108, Nanjing Road, Heping District, Tianjin
TEL 2781-8384
OPEN 11:00-22:00

The two Seven Days restaurants in Isetan downtown and Isetan Binhai serves authentic western food as well as a large variety of desserts, which are ladies' favorite.

SEASONS restaurant is situated in Tianjin Museum in Tianjin Cultural Center. The 8m high space is a wonderful venue for various parties. In March, Tianjin Japanese School held its graduation party (about 150 people) in the restaurant.

FLAG restaurant located at Xiao Bai Lou, the CBD of Tianjin. It is most popular among business people. The large selection of wines is a highlight.



SEASONS
天津市河西区平江道与懿泰路交口天津博物馆1F
1F, Tianjin Museum, Intersection of Pingjiang Dao and Yuexia Road, Hexi District, Tianjin
TEL 8388-3017
OPEN 11:00-22:00



FLAG by Seven Days
天津市河西区大沽南路和开开道的交口1102欧式风情街G-1号
102, G-1, 1102 European Style Street, intersection of Da Gu Nan Road and Kai Feng Dao, Heping District, Tianjin
TEL 2339-8428
OPEN 11:00-22:00

2013 European Business Gala Dinner "One Night in Europe"

Date & Time

Friday, 18:30-22:30 onwards
October 11th, 2013

Entrance Fee

Individual: RMB 450
Corporate table for 10: RMB 4000

Ticket Purchasing

022-23741122
tianjin@european-chamber.com.cn
Tickets will not be sold at the door.

Venue

The ST. Regis Tianjin
Cocktail reception: River Lounge
Banquet: Grand Ball Room



European Chamber
中国欧盟商会

The European Chamber
"One Night in Europe" Gala Dinner, where we take you on a first-class journey to Europe in one night. Meet friends and enjoy an evening of delicious European cuisine, wines, classic cool cocktails, great entertainment and prizes for air tickets/cruise travel! We look forward to welcoming you to what will surely be a night to remember!

Major Sponsors:



Event Partners:



Past Event

InterChamber Breakfast Seminar - Toyota Kata: from "Lean Implementation" to "a lasting Lean Transformation"

Friday, September 6, 2013

Many companies are battling to be more competitive and striving to improve their processes by the means of lean principles and tools. The German Chamber of Commerce, in cooperation with EUCCC and AmCham, invited to an informative breakfast seminar at the Astor Hotel on September 6, in which our speaker Dario Spinola explained how "Toyota Kata" can lead to lean improvement and lasting lean transformation. Toyota Kata is a systematic approach primarily intended to develop people's capability for improvement and leadership by the means of consistent daily practices. These daily practices of improvement kata and coaching kata are done to develop people's skills and solidly achieve improvements in the processes, either at shop floor (manufacturing), service or management. The seminar was attended by more than 40 managers and lean management specialists.



4th German Chamber Oktoberfest Tianjin

Saturday, September 14, 2013

The German Chamber of Commerce invited the German community in town to the 4th German Chamber Oktoberfest in Tianjin at the 3 Kronen 1308 Brauhaus beer tent on September 14th.

The Oktoberfest Festival in Munich has been held since 1810 and is one of the most famous events in Germany as well as the world's largest folk festival. More than 100 guests came to join us for the Oktoberfest celebrations in Tianjin and enjoyed the Bavarian buffet dinner and a free flow of the freshly-brewed original Oktoberfest beer. The Festival Band "Edelweiss-Power" entertained with classic Oktoberfest songs throughout the night.



Upcoming Events

September 25, 2013: Kammerstammtisch Tianjin, Drei Kronen 1308 Brauhaus Tianjin

October 9, 2013: Breakfast Seminar - Salary Developments 2014 - Presentation of the 6th Wage and Salary Survey, Westin Hotel

October 14, 2013: InterChamber Workshop - Self Awareness Using the MBTI® Open Session, GCC Office Tianjin

October 14, 2013: InterChamber Workshop - The Strategic Leader: Simple Techniques to Enable Managers to become Successful Future Leaders, Holiday Inn Aqua City

October 20, 2013: 1st German Chamber Soccer Cup Tianjin 2013, International School of Tianjin (IST)

German Chamber Tianjin Office: Room 1502, Global Center, No. 309 Nanjing Road, Nankai District, Tianjin 300073

Tel./Fax: +86 22 8787 9249

Email: tianjin@bj.china.ahk.de Website: www.china.ahk.de

Past events

Tianjin Chapter Welcome Back and New Member Cocktail August 22, Hotel Indigo Tianjin Haihe

On August 22, AmCham China Tianjin kicked-off the new season with a cocktail reception at Hotel Indigo Tianjin Haihe. Michael Hart, Chairman of the Executive Committee opened the event and introduced several new members who joined AmCham during the past 12 months. While enjoy the evening breeze and nice view on the outdoor terrace, guests mingled with old friends and new business contacts as well as enjoying the food and wine until the event broke up around nine o'clock.



Member Dinner: Tianjin Labor Union Regulations and Recent Amendment to the Employment Contract Law August 30 – the Astor Hotel



More than 30 GMs and HR directors from member companies came to this exclusive dinner and joined the experts from Baker McKenzie to discuss the recent amendments made to China's Labor Contract Law and the interpretation of the 2013 Labor Union Law Tianjin Measures.

The event was kicked off by Jon Reed, executive vice-president of California Cedar Products Company and member of AmCham China Tianjin Executive Committee and followed by a four-course western set menu dinner provided by the Astor Hotel.

After dinner, Joseph Deng and Bofu An, Partner and Associate of Baker & McKenzie discussed the changes to the Labor Contract Law and some of the legal strategies relating to Tianjin Union Implementing Regulations, union formation and preparation fee issues, recent amendment to the Employment Contract Law about agency workers and recent interpretation on non-competition agreements.

Toyota Kata – from “Lean Implementation” to “a lasting Lean Transformation” September 6, the Astor Hotel

AmCham China Tianjin, together with the German Chamber and European Chamber, recently hosted a presentation with Dario Spinola, head of BU Lean and vice general manager at Staufen. Spinola spoke at this joint chamber breakfast seminar on how "Toyota Kata", can lead to lean improvement and lasting lean transformation. Toyota Kata is a result of research in Toyota managerial methods conducted by Mike Rother. He clearly describes his findings on the book "Toyota Kata", demonstrating the skills of "improvement kata" and "coaching kata" we need to learn in order to improve and stay adaptive for the necessary changes. In Dario's speech, he introduced the improvement and coaching kata, how to deploy the improvement kata and the benefits which arise from adopting the kata approach.



Upcoming events

Monthly Get-together Sponsored by ICT Forum Tianjin
October 9 -- The Westin Tianjin

Tianjin Property Update and New Hotel Tour
October 24 – The Ritz-Carlton Tianjin

Monthly Executive Breakfast Briefing
October 17 – The St. Regis Tianjin

Monthly Women's Professional Committee (WPC) Executive Lunch
October 31 – Venue TBD

Tianjin 2013 Fall Classic Golf Tournament
October 19 – The World Golf Club

Address: Room2918, Exchange Tower 2, No. 189 Nanjing Rd, Heping District, Tianjin 300051
TEL: 86-22-23185075 Contact person: Amanda He amandahe@amchamchina.org Website: www.amchamchina.org

AmCham China, Tianjin 2013 Fall Classic Golf Tournament

10:00AM – 8:30PM, Saturday, October 19, 2013
The World Golf Club

Summer will soon be over and that means that AmCham China's Tianjin 2013 Fall Classic Golf Tournament is right around the corner.

In addition to an excellent day of golf, the event will also feature all-day free flow drinks, a buffet dinner, and lucky draw prizes. The rule will be two-person best ball.

Don't miss your chance to take home your trophy and bragging rights.



Entry Fee: RMB 1100 *

*The fee includes greens fee, golf cart, facilities and caddies, registration pack, lunch on the course, free flow drinks, awards banquet, returned transportation and lucky draw.

For more information on purchasing tickets or sponsorship, please call the AmCham China, Tianjin office at 022-23185072, or send an e-mail to amandahe@amchamchina.org.

Contact person: Amanda He



第一份工作：接受还是继续等待？

每一个刚出校园的人都知道找第一份工作有多么不容易。海投了数百份简历，运气好的话，可以得到几个面试机会，运气再好一点，则有可能得到一个工作机会。那么，第一个工作面试通过之后，是果断接受还是等待更好的机会呢？

这取决于你是“完美主义者”还是“易于满足者”。完美主义者无论是买摄像机、看电视节目、订购外卖还是找工作，都想要探索每一种可能性。他们收集自己能找到的每一条信息，希望尽可能做出最好的决定，哪怕付出的代价是让自己在这个过程中精疲力竭，甚至把自己逼疯，因为他们总会不可避免地意识到自己遗漏了某些信息。但是如果你是个易于满足的人，你做决定的依据就会是手头掌握的资料，而非可能散落在天涯海角的零散信息。

简单说来，易于满足的求职者倾向于速战速决，抓住第一个工作机会。完美主义者则倾向于继续求职，直到更好的工作机会来临。

哪种类型的求职者能得到更好的收益呢？答案是完美主义者。有一项网络调查显示：这类人在求职之路上会绕更多的弯子，总体平均申请二十个职位，而易于满足者只申请十个。与此同时，完美主义者倾向利用外部信息来源和支持的几率要大很多。但是从结果上看，这样做是值得的：从薪水上看，完美主义者比易于满足者找到的工作要好得多。完美主义者拿到的平均起薪高出易于满足者20%以上。

我的一个天津朋友Katie就是一个完美主义者。她虽然毕业时间不长，只有短短几个月的时间，但是已经换了3份工作。她说，这些工作完全不能达到最初的期许和承诺，也不能收回父母在她身上投入时间和金钱，更加看不到未来发展的希望。因此，她决定一换再换，试试运气。虽然，Katie还在为寻找她心目中的好工作每日奔走，但是我相信凭着她的执着和努力，总会如愿以偿。因为，如今快速发展的中国处处是机遇，只要用心，一切皆有可能。

GRADUATION – WHAT HAPPENS NEXT?

by Paula Taylor



Finding Perfect Job

Finding that elusive perfect job is a minefield for most people, but for those who have just graduated, it is even more of a worry. Entering the workforce with no prior experience is exciting and scary at the same time. No doubt you can remember your first job, how did you feel on your first day? I liked the first job I had, in fact I liked it so much that I stayed there for three years. I remember being terrified of making a mistake, but the

feeling of people trusting me enough to give me responsibility, along with the heady feeling that accompanied receiving my first salary will stay with me forever.

Just recently all over China many, many students have graduated and the job market is awash with eager beavers keen to make their mark on Chinese society. Sad to say, as is the case all over the world, few will be fortunate enough to be offered their dream

job. You see finding a job is not just a matter of personal preference, it is a family decision. One graduate told me his parents were keen for him to enter a company and take up a role about which he knew nothing, and had no interest in. However it was a stable job with good prospects and benefits so therefore his personal feelings were not important. The drawback was that he had to speak good English – he didn't. As to whether or not he got offered the job, I don't know - I am too afraid to ask.

Just recently all over China many, many students have graduated and the job market is awash with eager beavers keen to make their mark on Chinese society.

Is it easy for Chinese people to find work in Tianjin? Indeed it is, particularly if people are not too fussy. In a fast food restaurant once, there was a man going round eating everyone's leftovers. I wanted to give him some money, or at least buy him some food but Mary stopped me. She said "That man is not really a beggar so don't give him anything". I asked her why and she said "In China it is very easy to find work, he can do something, the fact that he is doing this shows that he is lazy and does not want to work". At first I thought she was very unfeeling and lacking empathy, however, I now know that she is right. My friends often change their jobs on a whim. Katie, a graduate, has had three jobs since she graduated in as many months, none of which have satisfied her parents who expect a good return on their investment after a lifetime of giving up everything to fund their child through university, a lifetime of invested hope in their naturally superior progeny.

Many students have already been working at part time jobs since they arrived in Tianjin, so they are quite able to work, but part time work does not count. The first job offer is what happens when a student finds a job commensurate with his qualifications and expectations. Katie mentioned earlier found a job as a waitress whilst waiting to graduate. This job was just to fund a little trip that she was planning to take. I thought the job was

ok, although it was hard work the conditions were good and the manager liked her and promised her great things. I appreciate that there are not many people who would think that waitressing is a good job, but nevertheless it suited her purposes. However she told me in horrified tone that that work was just temporary, she could never consider it as a real job. The vehemence of her reply was what surprised me more than anything.

Prior to graduation students are filled with hope and think that finding their perfect job is just a formality, particularly if they have a good degree. Whilst to some extent that may be true elsewhere, unfortunately for them, China has no shortage of students with good degrees, hence they are fighting to find their place in a market that is already swamped.

Employers are raising the bar to an extremely high degree. For instance recently I found out that a well-known fast food restaurant now requires workers to have degrees, particularly if they desire to rise through the ranks. They will have to start on the shop floor and stay there for goodness knows how long, and then maybe, just maybe they can start to progress. In England, as going to university is reserved for a privileged few, if this restaurant had this kind of criteria they would not be able to find any staff and would not be able to do business. In England, someone that had fought to go to university and obtain a degree would absolutely not be prepared to work in such a place unless they were guaranteed to immediately step on the management rung.

It is not all doom and gloom though, and some do indeed manage to find their dream job, or if not, find something that absolutely



Job Interview



Looking for Opportunity

suits them. This category may well include some of you that came here to study and then were offered the job that you were after. This may have come about by being in the right place at the right time, knowing someone in the know, i.e. networking with people who get to hear about opportunities, or just by making your abilities manifest to those to whom it matters – those that can actually influence what happens to you.

Of course for those with good degrees and particularly for those Chinese students that have studied abroad, China is not

necessarily their destination upon graduation, some will have been able to get their dream job abroad. In fact it is not even necessary to go abroad for this to happen. My friend was working for an international company here and she was head hunted by the parent company in England. She has now lived in London for 9 years and has a really good life, on such a high salary that she can afford to work only 3 days per week.

However it is not everyone that gets this kind of opportunity that choose to take it up. Many students abroad keenly desire to return to China and build their career here, for obvious reasons, their families are here, quite often they have left their boyfriend/girlfriend here and want to return to get married, and definitely not to be discounted is the fact that they love their country. As you will probably have realised, leaving one's own country strangely engenders a national pride that you may or may not have had whilst still in-situ. I know that I get dangerously proud of my country for the flimsiest of reasons, and even seeing a picture of Tower Bridge is enough to make me teary eyed. For Chinese people that go abroad and live exactly as though they are still in China, they will always make comparisons that China is much better, particularly when it comes to food.

If you have, to your surprise, been able to find your dream job, and without too much effort on your part, you will have discovered that China is indeed the land of opportunity where anything can, and often does happen.

“泥人张” 15道复杂工序

走进古文化街玉皇阁西侧的通庆里胡同，便可看到“泥人张美术馆”的牌匾。一旁的导游正在向外地游客讲解，《津门杂记》记载，“城西张姓，名长林，字明山，以捏塑世其家，向所捏戏出人物，各班角色形象逼真，早已远近闻名。”

青砖、红栏、繁茂的树木、素雅的砖木二层小楼、蝴蝶状的镂空木雕，再加上不知从哪儿传来的二胡声，与门外的闹市相比，美术馆仿佛是另外一个世界。威武的关公身着绿袍，右肩的铠甲在灯光的照射下金光闪闪；霸气的钟馗表情狰狞，似乎要除世间一切妖邪；和蔼的寿星佝偻面带微笑，亲切的眼神让人内心柔软。

展厅中一件栩栩如生的彩塑作品让历史与神话得以“再现”。“这些都是限量版。”张宇介绍，“泥人张”从去年开始推出全球限量版彩塑作品，譬如前不久刚刚完成的“忠义千秋”关公像，从最初的灵感、构思到付诸于实践，整整用了10年时间，并经过15道复杂工序精心打造，全球限量发行200尊，单价在2万元以上。

张宇说，为了追求极致，他选择了关公故里运城的泥土，经过层层筛选和千余天的微生物发酵后使用。关公的翡翠帽正，也特地选用了缅甸“会卡”宝石级翡翠镶嵌。

限量版彩塑自去年夏天推出后，至今已发行了4套主题，除了一套关公像之外，还有一套寿星像、两套达摩像。张宇表示，限量作品发行量很小，而且全部手工制作，每一尊作品都会有唯一的藏品序号和收藏证书，极具收藏价值，4套主题作品中印有“泥人张世杰”LOGO的更是独一无二“孤品”。“目前市面上常见、售价不过百余元的‘泥人张’仿品都是机器成批制造的，没有艺术内涵，毫无收藏价值。”

“具有投资价值的限量彩塑突出特点是写实造型和精妙神髓，采用中国画的线条描绘，眼睛、嘴唇、头发等刻画精緻，线条刚柔并济且比例传神。”张宇说，徐悲鸿曾给予“泥人张”彩塑“比例精确、骨骼肯定、传神微妙”的12字评价，这些都是仿品所不具备的。

“彩塑的保存不像其他收藏门类那样精细繁琐，也不会因为空气的湿度、温度的细微变化而发生变质，只是怕磕碰和日光曝晒时间过长。”对于彩塑的收藏，张宇提醒，不要用水清洗泥人，如果有灰尘，可以用软布或小刷子进行清洁。泥人是由很多部分组成的，移动时不要只是提住泥人的头部或其他配件。他说，随着新工艺的采用和新颜料的使用，彩塑的“寿命”不仅很长，而且能够长久保持“亮丽如新”。

作为“天津老字号”乃至全国彩塑艺术的标志，从清朝道光年间至今已经历170余年历史的“泥人张”，如今也琢磨起了新变革，第六代传人张宇用一件件全球限量版彩塑作品让这个百年老字号重新焕发了青春，让藏家们开始重新审视其价值。

Clay Figure-Master Zhang: 15 complicated procedures

by Jiang Hao



Mr.Zhang & His Clay Figure

Walking into Tianjin Ancient Culture Street, you can immediately see the large tablet of "Clay Figure-Master Zhang". If you are lucky, you can encounter a tour guide introducing the history of "Clay Figure-Master Zhang" to visitors, according to the Tianjin biography "Tianjin Note".

Dark blue brick, red bar, flourishing tree, the brick-made 2 layer building, and elegant

butterfly wooden carving plus the Erhu music coming from somewhere make the gallery of "Master Zhang" another secret and quiet world. The "Guan Gong", ancient general, was displayed in the middle the room, wearing green robe and carrying shining armour. The vivid facial expression looks ferocious, which shows his determination to wipe out all the devils in the world.



Guan Gong Ancient General

Theses vivid painted sculpture masterpieces make the ancient history reappeared. The person in charge, Mr. Zhang, said: "each piece you can see here right now is limited edition globally." since last year, Clay Figure Zhang has launched a global limited edition. For example, it took 10 years to complete "Guan Gong" figure from the initial inspiration and conception to practice with 15 complicated procedures. Moreover, the global distribution is 200 pieces and each one of them costs more than 20,000RMB.

Mr. Zhang said: "in ordering to pursue the perfection, we chose the soil from "Guan Gong" hometown and then put it into microorganism fermentation procedure for 1000 days. What's more, the accessory of the hat is made from Myanmar jade.

The limited edition of painted sculpture has been launched 4 sets of themed collection since last summer. In addition to the set of Guan Gong figure, there are also one set of god of longevity figure and two sets of Bodhidharma. Mr. Zhang add: "the circulation of limited edition is very small and, since all of them are hand-made, each one turns out to be unique with a serial number for collection. Currently on the market you can see, the prices of all the "Clay Figure Zhang" are about 100RMB but they are made by machine in bulk so there is no art connotation and value for collection.

As one of the "Time Honored brands" in Tianjin, painted sculpture art has more 170 years history from Qing Dynasty. Nowadays, the sixth generation descendant, Mr. Zhang, starts to think about innovation and change, in order to let this old brand back to glow again and attract more attention of collectors.



2013 Mid-Autumn Celebration in Hopeland International Kindergarten

August 15th in the Chinese lunar calendar is the annual Mid-Autumn Day. Chinese people believe that on that day, the moon will be the biggest, roundest and brightest of the year, and the term "round" implies family reunion in Chinese.

This year, the children from Hopeland International Kindergarten experienced a special Mid-Autumn Day by dressing up in gorgeous costumes to role play the ancient fairy tale "Chang E Ben Yue". Everyone was thrilled and able to know more about Mid-Autumn and the moon cake history through this activity. At last, the children with the teacher's help started to make moon cakes by themselves and shared their happiness with family and friends together.



荷兰国际幼稚园2013年中秋喜乐会

每年的农历八月十五是中国的传统节日——中秋节。这一天是月亮最圆最亮的时候，人们都会对着天上的一轮明月观赏祭拜、寄托情怀，这已融成为中国的传统习俗。

今天就让我们跟随荷兰国际幼稚园的小朋友一起去体会一个不同寻常的中秋节。孩子们穿上华丽的古装和老师一起演绎了“嫦娥奔月”的神话故事！你看那飘逸的小嫦娥，英武的后羿，孩子们兴致勃勃，对中秋节来历也有了更深的理解！后人们为了纪念后羿和嫦娥，把这个特殊的日子命名为中秋节，把糕点命名为月饼。随着时间推移，这个节日逐渐演变成了一个让家人团聚共享欢乐的日子。最后，小朋友们和老师一起动手制作月饼，把所有的甜蜜装进自己的月饼里，让孩子们感受到幸福和甜蜜的同时也学会了分享。

Tianjin Networking Club at Sheraton Tianjin Binhai Hotel

After the summer holiday, a new session of TNC event was held at the wonderful lobby at Sheraton Binhai Hotel on September 17. A lot of professionals and entrepreneurs attended the event. The event is organized by Jin Magazine, and co-organized by American Chamber of Commerce, European Chamber of Commerce, German Chamber of Commerce, Singapore Chamber of Commerce and Hong Kong Chamber of Commerce.

We were excited to see some new faces that day. Some of them were new comers to Tianjin and were eager to know about the local business environment and look for opportunities. TNC is definitely the best platform for people like this. The spirit of TNC is about mutual help and mutual benefit.

The Promotion Officer of TNC made a presentation about the event and hosted the lucky draw session. Sheraton sponsored dining coupon for the lucky draw winner.

The event proved to be another great success. TNC social event has become the most important and influential business event in Tianjin and we look forward to seeing you in November.

For more information, please log on: www.tjnetworkclub.org or email: marketing@rexgroup.net





We sincerely invite you who love culinary teaching to join in the Wan Yun Living Kitchen. No matter what your nationality is, if you have a good level of cooking skills and are able to communicate both in English and Chinese, we welcome you.



Quarterly card with special discount this autumn

In three months, you can study 9 lessons in Wan Yun Living Kitchen. All you need to do is to book your place by phone according to our schedule.

You can also share the 9 lessons with your friends and relatives

Regular price of 9 lessons: **2340RMB**

Quarterly card: **2000RMB**

Holiday banquet course package

Private banquet: this supreme way to treat your guests is becoming popular. However, it must be a headache for you not to know how to cook the feast with proper materials, so come to Wan Yun Living Kitchen and you will learn many combinations of dishes, including vegetables, meat, cold and warm dishes, simple and complex tastes, which will fully show your respect and consideration for your guests.

Curriculum highlights on September 7

Wan Yun Living Kitchen officially opens on September 7
Beautiful ladies study cooking in the morning so we welcome you to the Beauty Cooking Contest. The parents and children cooking class in the afternoon will teach everyone to learn how to make ice crust moon-cake. Children will be learning how to make things by hand, grow through studying, and enjoy happiness in that growth.



微信二维码



微博二维码

我们的联系方式:
微信ID: wanyunlivingkitchen 联系邮箱: wanyunsh@126.com 微博: 宛耘生活厨房
预约热线 (Hotline): 022-65575000 186 980 66272 186 980 66179

Ba Cheng Water Area
Typical Yang Cheng Lake Hairy Crab

Fly to Din Tai Fung directly everyday
Dark green back, white belly, yellow hair and golden paw
Xiao Long Bao is not the only one delicious food.

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Hairy crab present box
6 pieces RMB 798
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Perfect delicious sauce
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相同的满意度，不同的需求

在竞争激烈的酒店业中，客户满意度始终决定着成败的关键。但是如何衡量客户满意度却没有统一的标准，因为客户的需求和预期不尽相同。十年前五星级酒店的消费者基本是外国人，酒店设施也是按西方的标准配备的。但是近几年，酒店业都希望不断扩张市场，中国消费者也成为酒店重要的客户群。文化上的差异必然导致需求的差异。

在文化研究中，权利差距、个人主义/集体主义、男性/女性和不确定性规避是四个影响消费习惯的因素。在亚洲国家比如韩国和中国，客户的满意度与是否让自己的颜面得到最大满足有关。在中国，人们遵循集体主义精神，所以在家庭、朋友和同事面前显得有面子就是最重要的事。一些地位高或富有的人挥金如土，以此来显示自己的地位和财富。如果他请人吃饭，那么服务人员必须对他尊敬有加，同时对他的客人照顾周到，这样才能让主家觉得有面子。

如果酒店能够不断提供让客人“有面子”的服务，那么他就会成为你的回头客，而且还会为你推荐新的客源。另外，中国人的集体观念还体现在对和谐的追求上。如果是熟人介绍的酒店，他们就会非常信赖并且一直光顾。

而西方人的价值观崇尚个人主义。他们是否会再次光顾完全取决于服务的质量和他们的个人体验。他们不会过分相信别人的推荐，而喜欢自己尝试。一旦他们认可了某家酒店的服务，他们就很少会换其他的品牌，因为那样会更加冒险。他们对酒店的期望是统一的标准和恰到好处的服务。

Same Satisfaction, Different Wants

By Hye Min Kim



In the competitive environment in which hospitality businesses exist customer satisfaction is vital to maintain competitive advantages. Like many other service-related industries, competition for loyal consumers is tight. These businesses have an operating environment where competition is extremely intense and sustained. Such conditions have led to many businesses working hard to attract repeat customers in order to achieve long-term success. However, this is not an easy job in an environment where there are many operators that provide similar offerings. Furthermore, the ability to measure customer satisfaction can only be assessed by whether or not the service provided fully met the customer's

desire.

For this reason, the importance of customer satisfaction and loyalty has been considerably highlighted in the hospitality industry. In addition to this, the emergence of globalization in the hotel sector has meant that numerous hotel business groups are intending to expand their markets worldwide. Consequently, the number of foreign customers is rapidly increasing in major cities in Asia and forming an ever greater part of the total proportion. Therefore, the level of service and quality of products has been strengthened by hotel operators trying to win over extensive markets by establishing Western-themed restaurants and innovative practices such as internal multilingual training

for staff.

However, despite these endeavors, the level of customer satisfaction and demand depends on different perceptions and expectations. Some research has raised arguments on how cultural factors may influence the customers' service satisfaction and demands. It maintains that the pervasive Confucian cultural values which are a strong influence in China can be important variables in understanding interpersonal relationships. At this stage, it is worth considering which quality attributes contribute to the different experiences and perceptions. The notion of culture is multi-faced and can be defined in many ways and it is obviously difficult to understand and adapt ideas from one culture to another.

Cultural values are often reflected as widely shared beliefs about how individuals are expected to behave within their cultural scope. Hofstede has argued that cultural values are correlated with consumer behaviors and that national cultures mainly differ in four dimensions; power distance, individualism/collectivism, masculinity/femininity and uncertainty avoidance. These four cultural dimensions have been widely applied in defining customers' expectations and perceptions as well as for the evaluation of service quality in different cultures. More interestingly, it has found that there are fundamental differences in both consumer behaviors and expectations between Eastern and Western cultures.

In the Eastern context, the majority of studies have focussed on the direct influence of cultural values on attitudes and behavioral intentions. For instance, Korean consumers' attitudes are more likely to be significantly affected by the concept of face saving as normative values dominate the formation of intention. Similar to Korean culture, Chinese culture is particularly characterized by a strong desire to gain or save face in front of others. Given the fact that China is postulated as a collectivist society which emphasizes the group and authority over the individual, saving and maintaining face is viewed as extremely important in the presence of family and friends.

This is mostly influenced by the large gap between rich and poor as people who are in the highest class or own big businesses tend to show off their status and authority by spending huge amounts of money. It can be easily illustrated by the example of a host of a dining group who wants to impress his guests. The importance of saving and maintaining face during his meal with his guests is of paramount importance. So it is within Chinese society, service providers must

pay more attention to giving and maintaining face to the host by treating him with respect and sensitivity and avoiding any embarrassment or criticism of them in public or in front of their families or friends.

By making customers feel that their status has been enhanced, their satisfaction with the service experience is assured. As a result, happy customers are more likely to become repeat customers. Furthermore, in Chinese society, keeping face is very important in maintaining good interpersonal relationships. For example, if a hotel consistently provides unlimited opportunities for guests to gain face, then the Chinese customers are much more likely to introduce more business by introducing new consumers from their social networks. Within the catering environment, mutual relationship builds positive emotions and if someone is happy with your service they will tell their friends about it.

The pursuit of harmony is particularly reflected in the Chinese collectivist culture in the belief in conforming to group norms.

Once positive emotions are formed between a customer and service provider, then there are more possibilities of further business from the customer. This leads to the second essential characteristics to successful promotion and pursuit of Chinese customers which is harmony. Harmony is extremely important to the Chinese. The pursuit of harmony is particularly reflected in the Chinese collectivist culture in the belief in conforming to group norms. Group conformity is the reason that Chinese consumers tend to stay with the same brand that is recommended by their acquaintances. Hence, a collectivist culture factor, such as group norms may have more influence on repeat business than just satisfaction.

On the other hand, given the fact that Western cultures are more focused on the family and individualism, Western consumers consider whether to bestow a repeat visit based on the actual quality of products and on their personal experiences from previous

visits. Rather than accept recommendations from other groups, they prefer to discover things on their own. Therefore, the process of which intangible service is being made is very important for them to evaluate. Moreover, unlike Chinese consumers, Western people tend to be less aggressive and less inclined to take risks on overall service evaluation. This is because they are more likely to conform.

As it is riskier for the consumer to switch to a new service provider, it is to be expected that Western customers who emphasize brand standards and appropriate service will be more influenced by the level of perceived satisfaction. More specifically, in a service encounter experiment ex-patriot customers are more affected by relational information such as employees being polite and proactive in their service. To put it differently, the more favorable attitudes are achieved when service providers displayed concern or provided compensation in a situation where there was a service breakdown. The Western consumers were also more likely to complain in situations like this and reacted well to responses to their grievances.

Consequently, satisfaction for Westerners was derived from their perceived quality of diverse quality factors of their service experiences. Considering quality perception from the perspective of a highly satisfied customer, it has been shown that differences actually exist between the perceptions of those who are highly satisfied and those that are not satisfied with regard to the service quality. While the majority of Chinese customers desire customized service delivered with respect in a way that maintains



their face, they care less about quality attributes. Western consumers are different in the way they are much more aware of, and critical of, quality attributes.

To Westerners the availability of healthy options, freshness and attentive service were more valued than visually appealing presentations. In Chinese society face saving and group conformity appear to be the most influential predictors in determining behavior. This also relates to the Korean context despite group conformity being a less salient factor than face saving. Most Koreans tend to emphasize their authority and hierarchy to others. Hence, service providers should honor the host of dining groups, particularly the Chinese and Korean customers. A sincere welcome and farewell can make the consumer feel that his social status has been enhanced in public and will lead to increase guest satisfaction.

All in all, in terms of comprehensive management, service personnel are required to promptly react to customer's needs and wants with personal attention. In general, Chinese customers who live in a collectivist society may have low expectations in regards to service and thus this may put less emphasis on quality. Whereas, with regards to the importance of food appeal 'tangibles' are more important than 'intangibles' in arousing customer loyalty in Chinese culture. Accordingly, identifying service components that are significant and raise the performance standards for these service elements are key tasks to consider for those who deliver service.

怡和洋行和太古洋行

外国人刚刚在天津建立租界的几年里，海河已经成为繁忙的货运河道。两岸码头每天熙熙攘攘，堆满了往来于全国各地的货物。这些货物有的要通过马车或火车运往内陆，有的就卸到本地的仓库。维多利亚道（现解放北路）毗邻海河码头，因此许多洋行都选址于此。其中规模最大的两家洋行就是“太古”和“怡和”。

太古的创始人John Swire在19世纪初成立了Swire & Sons Ltd. 以进出口贸易起家，随着规模的扩张，这家公司开始了往来于英国和中国之间的茶叶贸易。Swire公司是最先使用蒸汽船运输货物的航运公司之一。随着业务的扩大，Swire公司成立了中国总部并在天津设立分公司。

进入中国之后，Swire公司依照传统需要起一个中国名字，他们选择了“太古”，意为“规模宏大、历史悠久”。这一名字沿用至今。后来太古公司的业务范围拓展到船务、制糖、保险等领域。1949年新中国成立后，太古公司撤出中国。今天，我们还能看到货架上的太古糖。北京的三里屯Village其实也是太古集团的物业，近期更名为三里屯太古里。

19世纪30年代初，William Jardine和James Matheson在广东创建了自己的公司，也就是怡和洋行的前身。他们是第一个从事中英茶叶贸易的私人船务公司，而当时这项业务主要由东印度公司垄断。这家公司的主要业务是煤炭、金属和机械的贸易，之后又拓展到银行业、保险业和基础设施建设，并在远东、英国和美国建立了营业处和代理机构。怡和洋行在中国的业务与太古类似，是其主要的竞争对手。

二战期间，怡和把总部转移到伦敦。1954年这家公司关闭了中国大陆的所有分支，但仍延续保险和航空业务（现国泰航空）。

这两家公司在天津的历史上代表了天津在贸易和金融领域的重要地位，因此解放北路也被称为“银行一条街”。

Two Hongks Jardine and Matheson; Swire and Butterfield.

By Andrea Klopper

In the early days of the foreign presence in Tientsin, a number of people established trading businesses along the stretch that was to become Victoria Road (Jiefang Bei Lu) backing onto the heaving Bund along the Hai He River. Labourers loaded and unloaded goods for storage in the warehouses, freight handlers transferred goods to carts for transport inland or to the railway stations. Everywhere were goods and people. Gradually, the bigger trading houses or 'hongks' moved in with Tientsin handling a sixth the levels of imports and a third the level of exports of Shanghai.

Butterfield and Swire.

In the early years of the nineteenth century, John Swire (1793-1847) started a modest import-export company known as John Swire and Sons Ltd. One of the sons, John Samuel Swire (1825-1898), was remarkably entrepreneurial leading to the use of agents, the creation of Swire Bros. and a shift from Atlantic to Pacific trade as he explored Australian markets. With the collapse

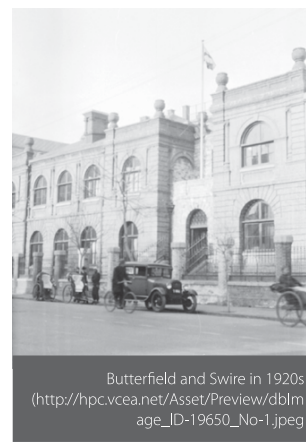


John Samuel Swire (from Wikipedia)

of the American cotton trade due to the American Civil War, this proved a shrewd move. Swire also invested in Alfred Holt's Ocean Steam Ship Company (later the Blue Funnel Line) in Liverpool. This company



Butterfield and Swire's building on Jiefang Bei Lu (photo by Andrea Klopper 2010)



Butterfield and Swire in 1920s (http://hpc.vcea.net/Asset/Preview/dblImage_ID-19650_No-1.jpeg)

hoped to displace the tea clippers with quicker, efficient steamers. Swire was made a Chinese agent and moved to Shanghai. In 1866, he went into partnership with Richard Shackleton Butterfield, establishing a base in Shanghai and four years later, in Hong Kong, as China was increasingly opened to foreign trade. A Tientsin branch was established.

While the alliance with Butterfield only lasted a couple of years, the agency maintained the name of Butterfield and Swire for a century. As was the tradition at the time, a Chinese name was chosen for the company or 'hong' - Taikoo (太古= Great and Ancient). It remains widely known by this name today.

They were the first to send private shipments of tea to England, such trade having been formerly monopolised by the East India Company.

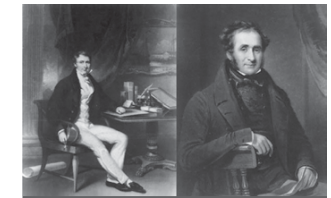
Its sugar refinery became the biggest, most sophisticated plant of the 1880s. Meanwhile the shipping connection led to further partnerships resulting in The China Navigation Company with several steamers plying the Yangtze River accessing inland markets and the Coast Boats Ownery predominating along the coast. They were later to merge and form the China Navigation Company with the acquisition of quay side land and building its own dockyards. Business was further diversified into fire, marine and accident insurance. By then it had become a limited company called John Swire and Sons with John 'Jack' Swire (1861-1933) and then George Warren Swire (1883-1949) as its Chairmen.

The Second World War nearly devastated

the company as its plant around the world was destroyed but John Kidstone Swire (1893-1983) was to lead it through this time and its withdrawal from Mainland China after the 1949 Revolution. Its ongoing presence in China is evidenced in the packets of Taikoo sugar on the shelves of supermarkets and current investments. For example, Sanlitun Village, the popular Beijing shopping precinct, is owned by Swire Properties Ltd which has managed the site for the past 5 years so that it is now being renamed - Sanlitun Taikoo Li (China Daily May 7, 2013).

Jardine, Matheson & Co.

William Jardine (1784-1843) and James Matheson (1796-1878) were two businessmen based in Canton in the early 1830s who formed their own company after the restructuring of Magniac and Co in July 1832. They were the first to send private shipments of tea to England, such trade



Left: William Jardine. Right: James Matheson (from wikimedia.org/wiki/JamesMatheson and wikimedia.org/wiki/WilliamJardine).

having been formerly monopolised by the East India Company. Payment for tea shipments was in opium and this despicable trade continued to the 1860s. Their wealth was invested in the establishment of Hong Kong which became its base for trading coal, metals and machinery. Import-export business was followed by banking, insurance and infrastructure projects with offices and agencies set up in the Far East, Great Britain and the United States. Like Butterfield and Swire, it was involved in shipping and property with China interests including wharves, warehouses, cotton mills, mining, engineering and railway building. In 1899, it was to complete the line from Tientsin to Mukden and Newchang, for example. It had offices in Tientsin on Victoria Road.



Above: Jardine Matheson on Jiefang Bei Lu (photo by Eric Boogaard 2011)

During the Second World War, the firm relocated its main office to London, returning to Hong Kong in 1950. Some four years later, it was forced to close its Mainland China offices but went on to expand its activities into insurance and an airline (now Cathay Pacific).

The two buildings housing their Tientsin offices remain as evidence of Tientsin's prominence in the trade and financial sectors in the past while its current banks lining the road are evidence of its hope for future growth.



Advertisements (from Peking and Tientsin Times Oct. 10 and 17, 1922).



advertisements from the Peking and Tientsin Times c. 1922

签证：让我欢喜让我忧

据了解，9月1日起施行的《中华人民共和国出境入境管理法》规定，普通签证的类别和签发办法由国务院规定。因此为了落实出境入境管理法的有关规定，制定此项条例对普通签证的签发管理和外国人停留居留管理作出规定；外国人入境出境管理法实施细则根据外国人申请入境的事由，将普通签证分为D字、Z字、X字、F字、L字、G字、C字、J字8类，分别对应定居、工作、学习、访问、旅游、过境、乘务、记者等事由。其中，F字签证和L字签证涵盖多种入境事由，不利于外国人入境后的服务和管理。为了使签证类别能够准确反映外国人入境事由，实现外国人入境后的精细化管理，条例在保留现行签证分类基本不变的基础上，重点对现行F字签证、L字签证作了拆分，并新增加了R字签证，普通签证类别由目前的8类调整为12类。

对于外国人停留居留的管理，条例明确了外国人申请签证的延期、换发、补发和申请办理停留证件符合受理规定的，公安机关出入境管理机构应当具有有效期不超过7日的受理回执，并在受理回执有效期内作出是否签发的决定。

除此之外，还增加了规范外国留学生参加校外勤工助学和实习的规定。为了落实出境入境管理法对非法就业的相关规定，条例规定，外国留学生需要在校外勤工助学或者实习的，经所在学校同意后，应当向公安机关出入境管理机构申请在居留证件上加注勤工助学或者实习信息。

同时，进一步明确了聘用外国人工作或者招收外国留学生的单位的报告义务，规定：外国人离职或者变更工作地域、招收的留学生因为毕业等原因离开原招收单位的，应当及时向所在地县级以上地方人民政府公安机关出入境管理机构报告。

综上所述，申请中国签证对于外国人的要求变得更高、更具体、更严格。虽然我对此感到非常头痛和困扰，但是签证审理是国家必不可少的一项管理措施。上个月，我的日本室友打算预订一张经停哈萨克斯坦的机票飞到伦敦看我，但是必须要求她去北京哈萨克斯坦大使馆办理相应类型的身份证，即使她只是在机场大厅停留几个小时。于是，考虑到往返北京送签、取签的路费支出，最终她还是放弃需要中途转机的廉价票，改订了一张全价直飞的“天价”机票。最近网络报道，美国大明星碧昂斯要去古巴演出也必须大费周张办理各种入境手续，并且引起网友们激烈的讨论，甚至还惊动到美国总统奥巴马。由此可见，不论你是哪国人要到哪里去，都需要更新出入境记录、办理合法签证。

LET ME IN!

by Paula Taylor



Issuing Visa

The subject of visas is a thorny one. When you first came to China was it easy to arrange your visa? If you came here with family, was it easy to arrange their visas? Obtaining visas is one of the things that take the pleasure out of travelling the world and it doesn't seem to be particularly easy for the vast majority of people. However imagine for a moment that no country had the visa

system and everyone was free to come and go as they please, would this be a good thing or a bad thing? Hard to say, it sounds good, but maybe not. In the times that we live in, can you imagine criminals and terrorists being free to roam the globe? Hence visas, although inconvenient for us sometimes, are a necessary evil. The recent changes to the visa system here will impact many people and this



Foreign Passport

will be covered in a later article.

My Japanese friend, who lives here, wanted to visit me in London and the flights for August were prohibitively expensive. She

visas, although inconvenient for us sometimes, are a necessary evil.

trawled the internet for ages and finally found a really cheap flight going through Kazakhstan. The drawback was she would have needed a transit visa even to just stop in the airport for a few hours. This would have meant her having to go to the Kazakh Embassy in Beijing, applying for the visa and then going back after a week to collect it. She decided that the cheapness of the ticket was not worth the hassle of two trips to Beijing and chose to buy a much more expensive ticket.

The tight restrictions on travellers to England from some countries are a headache for my Chinese friends that want to visit me. Mary and I naively thought that her coming with me to London would be relatively easy, but she, like many Chinese travellers, has found that it is not only far from

straightforward, but also it is a costly business. When she first said she wanted to visit England, I of course told her she would need to check the visa situation. I thought it would be a simple matter of her applying to the British Embassy for a visa – not so. Then I thought I would be able to write an invitation letter and guarantee her return to China – not so. We have now found out that her options are limited. She can go through a tour company, getting a visa this way is easy, but expensive. She would then be stuck with them and would not be able to go off and see what she wanted. She would also be limited to a short stay. In London I often see large groups of Chinese tourists being marched around the famous sights. Due to time restrictions what they see is strictly controlled by the tour companies and quite often they are taken to see things that are not always worth seeing. It is not just Chinese visitors who experience this with tour companies, a Korean friend did a whistle stop tour of Europe lasting seven days. During that time they visited four countries, Spain, Italy and France, and the last leg of their tour was England for four hours, yes four hours. A large part of the trip was spent travelling. They arrived in London to catch the plane home. So joining a tour is not necessarily the best option.

Back to Mary's problem, another option could be the study route, however that is way too expensive for her. I helped her to look at some courses, and again freedom to come and go is limited, she would be in the classroom full time and we would hardly be able to see each other. There would also be no time to see the sights. Apart from this her English is good enough already.

The third and final way, which seems to be her only option is to have a guarantor, someone willing to put up a deposit which would be forfeit if she fails to return. She had to pluck up the courage to ask her father, who after much pleading on her part says he is willing to put up his house as a security.

Chinese people going from the Mainland to Hong Kong also need to get a travel permit. This involves a trip to the Exit and Entry Bureau and queuing up for several hours. It was quite strange, when I and another foreign friend went with Mary to Hong Kong, the two of us went through immigration with no problem, but they kept Mary back for a long time at the border with Shenzhen. They asked her lots of questions and at one point we thought she was not going to be allowed to continue her



International Traveler

journey. I don't know what the problem was, but I delight in telling her that it is because she looks suspicious.

Meanwhile, Japanese people seem to be able to go where they wish with relative ease. My friend, mentioned before, did not have to have a visa to enter England, which is a pity as I was hoping that they would not let her in! They also do not need visas for anywhere in Europe or America etc.

Recently I discovered something quite interesting, which of course you American readers will already be well aware of, that although the Cuban Government permits Americans to go to Cuba, the US Government does not, unless they have a special licence issued by the Treasury Department's Office of Foreign Assets Control. This ban was put in place 51 years ago. There are all kinds of rules and regulations regarding this and I only found out about it because I read a story in the newspaper about Beyoncé going there, and the question was being asked "Did she have permission to travel there?" It apparently caused a big outcry and they even asked President Obama if he knew about it. Apart from the politicians calling for proof that she

did have the right licence, many members of the American public had much to say about it, largely expressing their disapproval. Beyoncé herself was reported to have been "bewildered" about all the furore surrounding her visit. I found the wholesituation so interesting that I read detailed information about these special licences, and the lengths people go to if they do not have the licence but want to visit Cuba and avoid detection. Of course it should not matter how rich or famous someone is, they should still be expected to toe the line. Although the US government did not appear to investigate this matter, the American public will be the ones to judge the situation, and they may use their consumer power to show how they feel about it. Unfortunately for stars and celebrities, the same fans that put them on a pedestal are the same ones that can pull them down from it.

I think the conclusion has to be that although of course visas are necessary, sometimes they can also be a thorn in the flesh for everybody, regardless of where they come from and where they are going.

西安

作为华夏文明的发源地之一，西安的历史悠久。古城墙文化积淀非常厚重，是第一批中国国家历史文化名城。作为世界四大文明古都（西安、罗马、开罗、雅典）之一，旅游资源得天独厚，是著名的世界历史名城。西安周围有120多座帝王陵墓围绕。兵马俑坑被誉为“世界第八大奇迹”，秦始皇陵是最早列入世界遗产名录的中国遗址。同时，西安古城墙是至今世界上保存最完整、规模最宏大的古城墙遗址。

西安的饮食文化洋溢着浓郁的西北风情，品尝西安的风味小吃是游西安的一大乐事，无论是一直被西安人钟爱的羊肉泡馍，还是名扬海内外的“西安饺子宴”，都带有鲜明的地方特色。此外还有梆梆面、凉皮、炒粉鱼、千层油酥饼等特色小吃。

在西安城内经营羊肉泡馍的餐馆很多，几乎每一条大街上都会有几家专门的羊肉泡馍馆，其中最著名的无疑要算“老孙家”羊肉泡馍了，此外，同盛祥羊肉泡馍馆、陕西太子楼御膳馆有限公司、西关牛羊肉泡馍馆、春发生泡馍馆等也久有盛名。

在西安品尝小吃除可在南稍门、东新街的夜市外，还可以去鼓楼后的小吃街。鼓楼的街道两边都是古色古香的仿古建筑，各种知名的西安小吃应有尽有，很有特色，但是切记适可而止，不要吃坏肚子呀。

如果还没有想好国庆假期去哪旅游？那么，西安是个不错的选择。无论你从天津或北京出发，坐飞机只需要2个小时，坐火车也只要5个小时即可到达。

Xian – More than Terracotta Soldiers

by David Wong



Xi'an Food

Most people that come to China include Xian in their itinerary. Xian has a history of over 3000 years and is home to the famous Terracotta Soldiers of the first emperor Qin Shi Huang Di.

On a recent trip to Xian, I had a wonderful experience in the small hamlet of XXX and stayed at the Steed and Leisre Inn owned by Mr. Jin Zhong 靳科 and his wife, He Happy—He Hai Pei 何海陪. This quaint operation has 8 rooms and 16 horses. Mr. Jin is

a horse lover and his horses are all raised by him and have a lovely stable. I was really impressed with Mr. Jin's knowledge of horses, which is basically self-taught since he had his first horse at the age of 22. Three years ago he started. Jin is really the "Horse Whisperer" of China.

When we first arrived at Steed and Leisre, I saw the horses in an unfenced pasture and assumed that they had broken loose. Mr. Jin said not to worry, his horses are free to ram

and return to their individual stalls when called or it is dark. He demonstrated this for me and true to his words; the horses came on call and in the evening, entered their respective stalls without any fuss. Two of the horses prefer to stay together so Moxi and Douban share the same stall while the rest have individual stalls.

Jin and his family are avid riders and he is happy to arrange trail rides for experienced riders and stable rides in his enclosed pastures for greenhorns.

Costs at Steed and Leisre are very reasonable, rooms are 300rmb per nite and horseback riding is 300rmb per hour. Airport Transportation is 200rmb.

You can reach Mr. Jin by email at: zaggg@126.com or text him at 186-2952-2177. Mr. Jin is a graphic designer by trade and horses and friends are his passion. Steed and Leisre is 30 mins from the Xian Xianyang Airport. You can contact Mr. Jin for pick up arrangements but I suggest you email or text in English or better in Chinese.

Next to the Inn is a cultural village, Yuan Jia Cun 袁家村, which is very big, and you can enjoy all types of food starting at 8am for breakfast and until 8pm at night. This was an amazing experience that remained me of the old town in Yijiang in Yunnan. You can spend several hours here.

They have preserved the features of an ancient village and even incorporated several traditional methods of making the different types of food. Such as soya sauce and vinegar and oil. The equipment is authentic and you are allowed to enter into the processing areas, take pictures and ask questions. During my visit, carpenters were sawing logs and planks with hand tools to keep construction as authentic as possible. There is no pressure to buy the product and everyone is very relaxed. The local government owns the area and stores and is very selective of who is allowed to do business. There is no rent charged so the area is very tourist friendly. Quite a difference from some of the tourist traps that is common in China.

One of the most crowded stalls was the one selling lamb's blood noodle soup. It doesn't sound very appealing but I tried a bowl and it was delicious and subsequently had a bowl every day I was there. The cost is 15rmb a bowl and you can have it plain or spicy. There is very little English spoken at the village but it was no problem as merchants are friendly and a little sign language is all that was needed.

There are two teahouses that can accommodate hundreds. While having tea, you have some snacks or have a 30-minute neck and back massage at your seat for 30-40



Museum

rmb. Each stall has a few tables and chairs in front where you can eat and no one is very territorial. If one stall is full, just find an empty space nearby and enjoy your meal, no one will mind.

They have preserved the features of an ancient village and even incorporated several traditional methods of making the different types of food.

There are several different kinds of noodle shops. All food is prepared in front of you so you can tell how it is made and the ingredients. If you don't want onions or spices, just point and shake your head and the message will be understood.

There are several handicrafts for sale such weaved cloth in various sizes and made into clothing. If you are there for 2-3 days, you

have it custom made or sent to your home. There is also many cheap trinkets and souvenirs that can be passed. One interesting toy was a wooden top and hand carved wooden charms for your cell phone or to hand in your car. The wood is camphor and has a refreshing smell.

My favorite was Jian Bing 煎饼, a pancake wrapped with vegetable. These are quite common in Beijing and Tianjin, sold from portable food stands but these were made with no grease or oil. Another favorite was BaoZi 包子 not as famous as the GouBeiLi in Tianjin but were made with different types of vegetables. The Pancakes were 3rmb and Baozi were 1rmb each. For less than 10 rmb, you had a hearty breakfast.

There is also a bar section which is set apart from the general area on higher ground. These were not very busy and I imagine that this is meant for the nighttime customers. There is over 6 bars side by side and looked like some had live entertainment. Each was small so barhopping is probably very easy.

For those that are more interested in history, the Zhao Ling 昭陵 mausoleum site is only 15 minutes away. It is a site of where the Tang Dynasty emperor Li ShiMin is buried. There is no building or descriptive museum but the site is worth visiting as it is located on top of a hill or Small Mountain 2000 meters high and a panoramic view of the area. For experience horseback riders, you can arrange a horseback trail ride of 17km from Mr. Ji's

Steed and Leisre, which takes 17 km and 3 hours.

Although I did not partake in the horseback trail ride, I had a full day and finished it off with a cold beer at the stable. By nightfall all the horses were asleep and the guard dog Oscar was ready to call it a night. One thing I noticed was the sky was filled with stars. Something I have not seen for a long time in China. After letting my eyes adjust to the night, one can actually pick out the satellites moving past the stars.

For those of us that are in a constant rush and trying to get too much done every day, I strongly suggest that you consider taking a weekend off, shut off your cell phone and take a step back in time. You will find this an enjoyable rest and time to recharge yourself. It is a two-hour flight from Tianjin or Beijing or a 5-hour train ride. Try it, you won't be sorry, have fun.

Tips of booking inn:

You can reach Mr. Jin by email at: zaggg@126.com or text him at 186-2952-2177. Mr. Jin is a graphic designer by trade and horses and friends are his passion. Steed and Leisre is 30 mins from the Xian Xianyang Airport. You can contact Mr. Jin for pick up arrangements but I suggest you email or text in English or better in Chinese.

老房子有了新生命

所有关于天津的旅游指南里都会出现“五大道”的名字。这里因为保留完好的近代欧式建筑而闻名。但遗憾的是你不能走进它们、感受它们，却只能在紧锁的大门外仰望。

但是最近，五大道的其中几个部分渐渐展现出新的活力。天津历史风貌办几年前开始对一些具有历史价值的老建筑或街区进行整修和复原，然后赋予它们新的用途。

先农文化商业区是最近一处恢复开放的景点。先农大院建于1925年，由先农工程股份有限公司工程师、英国人雷德设计，占地4188平方米，建筑面积5355平方米。因为这里最早多为先农公司职员居住，故取名为先农大院。经过7年精心打造，天津先农文化商业区今日正式对公众开放。先农文化商业区将成为集餐饮娱乐、时尚购物、文博展览等于一体的体验式综合社区，成为本市又一文化生活聚集地。目前已有星巴克华北旗舰店、IGOSSO意大利餐厅、一坐一忘丽江主题餐厅等6家高端餐饮品牌进驻，跨界汇、和厚斋、1357艺术中心的加盟，也让历史街区注入新的文化气息。

民国西里位于天津市和平区五大道常德道29-39号(原英租界科伦坡道Colombo Road)，始建于1939年，由近代著名建筑设计师沈理源设计，为当时天津知名房地产商济安公司建造，主要面向社会中层及部分高级职员、知识分子租赁使用。民国西里由两栋连排英国里弄式小楼构成，共分为17个门栋，各门栋自成院落又连成一体，最初居住的多为当时天津的实业公司的高级职员，我国神经外科创始人赵以成教授也曾在此居住，现为天津市一般保护的历史风貌建筑。

如今，街区内既有西方文化生活中不可或缺的咖啡馆、红酒窖，也有中西合璧的精品酒店、正宗的日料料理和马来西亚餐，以及发扬中国古典文化的沉香博物馆和古琴社，一幢幢蕴藏着深厚历史文化积淀的建筑，不再仅仅是站在围墙后面，供人瞻仰的文化符号，而成为拥有鲜活灵魂的人文历史和文化创意街区。现在每个周末都会在这里举办创意集市，吸引了很多崇尚个性和创新的年轻人。这里也经常举办各类文化娱乐活动，比如艺术讲座、演出赏析和游戏节目，参与性极强。

Old Buildings Come Back to Life Again

By Monica Wang



A sculpture at Xiannong Courtyard

The Wu Da Dao area appears in every Tianjin guidebook as a historic site famous for its western style villas preserved from the early 20th century. However, in recent years since the area has become a tourism draw card, it has only been available for visitors to tour and appreciate from a distance. To be honest, it can be a little boring sometimes because you cannot really get a

feel for these buildings simply by looking at them through locked gates.

Recently, some parts of the area have become living and breathing buildings again. The Tianjin Historical Architecture Restoration and Development Co. Ltd has initiated a project to make better use of these buildings by giving them more functionality. Xiannong Courtyard and Min Yuan Xin Li are two



Cafes and restaurants are introduced into Xiannong Courtyard.

To be honest, it can be a little boring sometimes because you cannot really get a feel for these buildings simply by looking at them through locked gates.

projects of this kind. The outward history of the buildings is still there but now they have come to life as places where you can walk in to dine, shop or have a drink or two.

Xiannong Culture and Business Area

Located at the intersection of Luo Yang Dao and He Bei Lu, the Xiannong Courtyard was constructed in 1925 by the Tientsin Land Investment Co. Ltd. With an area of 5,355 square meters the courtyard was originally used as a dormitory for high-ranking managers of the company. The courtyard was composed of rows of townhouses separated by lanes. Each building had two levels, a

basement with a separate front garden and a backyard. They were typical houses for middle-class residents at the time and have been well-preserved over the past 88 years. Besides catering for the employees of Tientsin Land Investment, there were some other well-known residents, including banker Tan Lisun and medical scientist Wu Qingyuan.

After seven years of reconstruction, the old residential area has not yet completely transformed the Tianjin Xiannong Culture and Business Area. Phase One of the project is the Xiannong Courtyard and The Meng's House, which are both historic buildings. Currently, there are six high-end restaurants setting up



A restored villa at Xiannong Courtyard

shop as part of this project, including the Igosso Themed Italian Restaurant, In&Out Lijiang Themed Restaurant and Starbucks. As well as these, some cultural and creative businesses will also be opening in this area. The plan is it will become a comprehensive community integrating dining, recreation, shopping and exhibition space.

The central square is a perfect venue for any outdoor event. So far, Starbucks has opened an al fresco area where you can enjoy the outdoors and the gentle breeze on a nice day. I'm also looking forward to being there when winter comes. On a bright afternoon, there will be nothing more relaxing than sitting outside and enjoying the warm sunshine.



Min Yuan Xi Li

Min Yuan Xi Li

Min Yuan Terrace Cultural Creative Block is located at No. 29 to 39 Changde Road. It was designed by Shen Liyuan, a famous modern architect and was built in 1939 by the Ji'an Company, a well-known Tianjin real estate company at that time. The property was generally rented by middle-level or senior staff and some local intellectuals. Min Yuan Terrace is composed of two connected English style

small buildings along a lane way and is divided into 17 gates. Each gate forms a yard and is connected to the whole complex. Initially, senior staff of major Tianjin industrial companies resided there. Professor Zhao Yicheng, the founder of China's neurosurgery program has also lived here. Now the precinct is under the protection of Tianjin's historical architecture society.

Despite the changes, the whole facade and some of the detailed and original features of the buildings were preserved. The building's structure had hidden problems because residents over the years had made their own modifications. These, combined with earthquake damage in the 1970s, meant the existing facilities could not safely meet the basic living needs of the residents. In 2006, the Tianjin Historical Architecture Restoration and Development Co., Ltd. restored and reinvigorated the Min Yuan Terrace. Today, the block is not only stocked with Western style cafes and wine bars but it has Chinese and Western style family hotels. It also has the Ligaloes Art Museum which celebrates Chinese classical culture. There are various buildings of profound historical and cultural significance which are now no longer closed to the public but have become functional and vibrant spaces which everyone can utilize and enjoy.

Every weekend, there is a fair with booths



The creative fair

selling all kinds of creative and handmade products. The fair has attracted many young artists who love to create innovative and personalized products. Other interesting activities are also held from time to time. These include lectures on the arts, concerts, shows and games.

Korean Air increases frequency on Incheon-Dubai route

Starting from Aug. 26, Korean Air is increasing service from Incheon to Dubai from four to five times a week for the convenience of travelers to Middle East countries.

The airline had reduced the number of flight services on this route from five to four during July and August because of Ramadan.

The 248-seat B777-200 aircraft will leave Incheon International Airport at 2:20 p.m. on Mondays, Tuesdays, Thursdays, Saturdays and Sundays, and arrive in Dubai at 6:50 p.m. on the same day. The return flight will leave Dubai at 10:55 p.m. and arrive at Incheon airport at 12:05 p.m. the next day.

Dubai in the United Arab Emirates (UAE) is a global trading center with strong logistics, airlines and tourism infrastructure. A major tourist attraction in the Middle East region, it is famous for the Burj Al Arab hotel, designed to look like the sails of a ship, which is a major landmark of the city.

Korean Air has been strengthening its Middle East network by launching new flights to Riyadh and Jeddah in Saudi Arabia in November 2012. The Incheon-Riyadh-Jeddah route is served three times a week on Mondays, Wednesdays and Fridays and the number of passengers is ever increasing thanks to Korean businesses' successful business contracts in the Middle East region.



Korean Air and Etihad Airways, the national flag carrier of the United Arab Emirates, have been codesharing flights everyday on the Incheon-Abu Dhabi route since last month under a codeshare agreement.

The Korean flag carrier will continue to expand its global network for the convenience of its passengers.

Restaurant 8 at Hyatt Regency Incheon wins 2013 Restaurant Wine List Award

Restaurant 8 at the Hyatt Regency Incheon has received an Award of Excellence from renowned wine magazine Wine Spectator's 2013 Restaurant Wine List Award.

Restaurant 8 has won this accolade for the second year in a row, establishing itself as a renowned restaurant. Wine Spectator conducts the award every year to evaluate restaurants' wine lists in regard to appropriate wine information, names of winemakers and vintages. It also looks at the marriage of wine and food. This year, some 3,800 restaurants around the world were given this award.

Since its opening, Restaurant 8 has built a fine reputation with its various wine programs. With a cellar stocked with around 4,000 bottles of 360 different wines from around the world, its efforts to provide quality wine service to its guests include the exclusive wine membership program "Club Vino," and the "Sommelier's Wine Selection," which offers monthly changing wine packages and tasting classes.

"It is a great honor to be awarded this award by Wine Spectator for two consecutive years," said Sebastian Fischoeder, Restaurant 8 manager, adding, "We will continue to present a comfortable environment for our guests to taste and enjoy outstanding wines."



Korean Air signs accord with World Vision to support school construction in Africa

Korean Air has concluded an agreement with World Vision Korea to help build "Schools of Hope" for children in Africa.

The signing ceremony took place on Oct. 20 at the head office of the airline company in Gonghang-dong, southwestern Seoul, with Korean Air President and COO Chi Chang-hoon, CEO of World Vision Korea Yang Hoseung, Honorary Ambassador of World Vision Lee Gwang-gi and many others attending.

World Vision is an international NGO dedicated to helping vulnerable people around the world. Under the agreement, Korean Air will provide 250 million won, which will be used to expand educational opportunities for African children and promote their rights.

The project that Korean Air will support is the construction of school buildings in one of the most vulnerable areas in Kenya. In addition to the school buildings, the company will help build a girls' dormitory and a facility to secure safe drinking water for the school.

During the signing ceremony, Korean Air President Chi said that he believes that the School of Hope will play a role in creating hope for a brighter future for Africa. In response, Yang, CEO of World Vision Korea, expressed his thanks to Korean Air for its support.

Korean Air is carrying out other diverse social contribution programs, which include the donation of personal computers and libraries to elementary schools in vulnerable regions in China and support for building orphanages in Ulaanbaatar, Mongolia.

The airline has regularly organized a one-day charity cafe and donated all proceeds from the event to United Help for International Children (UHIC) to give famine relief to children around the world.



16th Korean Air charity cafe for "Sharing love"



Korean Air held a one-day charity cafe at Useful Space, a cafe near Gangnam Station in Seoul, on Aug. 24.

Executives and employees of the airline, voluntary workers recruited through SNS channels, and many others participated in the charity event, which featured a class on Czech beer, a mini concert and a garden beer party.

Proceeds from the one-day cafe were donated to United Help for International Children (UHIC) to be used for underprivileged children in the world.

About Korean Air

Korean Air, with a fleet of 148 aircraft, is one of the world's top 20 airlines, and operates more than 400 flights per day to 122 cities in 42 countries. It is a founding member of the SkyTeam alliance, which together with its 18 members, offers its 506 million annual passengers a worldwide system of more than 15,000 daily flights covering 993 destinations in 186 countries.

In 2011, Business Traveler named Korean Air the best Asian airline for the fifth consecutive year, while Global Traveler awarded the airline with best airline in northern Asia and best airport staff/gate agent. The carrier won the 2010 global travel catering distinction award by Pax International magazine while World Traveler magazine rated it as having the world's best inflight service. Travel & Leisure magazine readers say it is one of the world's top 10 international airlines and readers of Conde Nast Traveler magazine voted Korean Air one of the world's top ten global airlines.

More on Korean Air's programmes, routes, frequencies and partners is available at www.koreanair.com.

The 2nd China Helicopter Exposition



A helicopter takes part in the performance of aerobatic flight at the opening ceremony of the Second China Helicopter Exposition in Tianjin, north China, Sept. 5, 2013. More than 300 exhibitors from over 30 countries and regions attended the four-day exposition.

For the next 10 years, the Chinese civil helicopter needs intend to rise up to about 1500 helicopters and will be subject to a fast growth for the next 20 years.

This future increasing needs in the Chinese civil helicopter market is one of the main reason to accompany the world helicopter giants to participate to the exhibition.

The Astor Hotel, A Luxury Collection Hotel, Tianjin appointed Mr. Peter Liew as Food & Beverage Director



The Astor Hotel, A Luxury Collection Hotel, Tianjin is delighted to welcome Mr. Peter Liew to the position of Director of Food & Beverage. Peter comes from Malaysia. With more than 19 years of experience in the luxury hotels chain with the extensive roles of operations, training & development, food safety, research & development, marketing management, effective team

participation and ownership, Peter has strong knowledge background of Western and European cuisines. He enjoys to combine ingredients all around the world, and to create a new cutting edge in pairing, new flavors and not confusing. He joined Starwood in 1993, and employed in Four Points, Le Meridien, Sheraton, and Westin brands during his working experience. Prior to this appointment, he was Director of Food & Beverage for Four Points Sheraton Guangzhou Dongpu and Sheraton Guangzhou Huadu Resort. As he worked in China for quite a long time, he loves cultures of China. Now he will bring his rich experience and creativity to The Astor Hotel, A Luxury Collection Hotel, Tianjin.

The Astor Hotel, A Luxury Collection Hotel was awarded The Best Boutique Hotel by 2013 Golfers' Choice Awards



The 2013 Golfers' Choice Awards was successfully hosted in Guangdong recently. The Astor Hotel, A Luxury Collection Hotel, Tianjin was awarded "The Best Boutique Hotel" in the award party by Golf Vacations. With ideal location, prosperous surrounding environment, world class facilities, the Luxury Collection featured service and 150 years of glory history, The Astor Hotel is recognized

as a landmark in Tianjin, and the leading luxury historical hotel in China. It is endorsed by many elites as an unique treasure of hospitality. That's the reason for The Astor Hotel to win this awards from the golfers. This is also the 12th award won by hotel in 2013.

2013 National Culinary Award Winners



The chef Fred Wang and Paul Chen from Renaissance Tianjin Lakeview Hotel Wins Gold and Silver at the 17th National Culinary Championships. The 17th National Culinary Championships has holding in Tianjin this year, the champion open for every five years, and it is Chinese top professional competition in the catering industry.

Around 300 candidates, comprised of 60 government officials and the institutions from 6 provinces in China, were vying for the Gold Award. The competition has regulated the candidates have to finish the appetizer, main course and dessert within 90 minutes limited. The chefs have trained hardly and prepare sufficiently before the competition, which impressed everyone with their elegance and then startled them with the intensity and balance of its flavours. Overall, they were clear and unanimous winner - a very worthy champion.

The leadership of labor union has also given the highest priority and fully support to the competition. The championships provided attendees with opportunities to advance their professional development and enhance their culinary skills through the intensive competition. In the other hand, it also represent hotel's high-end catering standard, and help to increase hotel reputation.

"Love under Stars" 2013 BLACK & WHITE Wedding Fair



On the 17th of September 2013, Renaissance Tianjin Lakeview Hotel held 2013 BLACK & WHITE wedding fair. It is worth to mention that it is the first five start hotel to hold a customized theme outdoor wedding party, not only for the traditional wedding style but also especially for the young couples that want to have an after party or a trendy style event. More than 100 guests and media

friends joined the event.

The wedding ceremony has held in the hotel lobby which decorates like fairy tale. The music of the violin blended sweetly with her performance. The show has started by surrounding happiness and joyful, the couple has made their wedding vows on the stage and a bunch of white balloons fled from rooftop.

New Live Band arrived in Qbar of Westin



The wonderful Philippine band started its first debut at Qbar of The Westin Tianjin in September 13. The Philippine singers is fully capable of singing a lot of songs, including classic Chinese love song, dynamic electronic dancing music, and passionate Latin song. Even if you want, you are more than welcome to get onto the stage and dance together with them. Typical Latin style decoration, authentic

Mexican snack, Latin flavor chicken wing plus a glass of classic Qbar Mojito will absolutely leave you a sweet memory.

Mid-autumn Day celebration of Protron



Organized by Protron Consulting Company, the Mid-autumn Day celebration was held in an Italian style restaurant at Wu Da Dao Area on Sept. 11st 2013. The well prepared dinner and moon cake guessing contest became an unforgettable memory for all the guests. Afterwards, everybody enjoyed a popular urban fashion movie about a beautiful office lady looking for true love.

With headquarters in HK, Protron Consulting Group was established in 1991. "Protron" stands for "Professional Training and Consulting" and the mission is to promote management excellence as is symbolized in the Chinese character company logo. Business scopes of Protron include executive recruitment, management training and business English training.

Holiday Inn Tianjin Aqua City Wedding Show



Holiday Inn Tianjin Aqua City hosted a grand wedding fair from August 23 to 25, 2013 and presented special wedding decorations and shows to give an exclusive visual feast for the attendees. Three different styles wedding shows exhibited splendid and magnificent modern weddings at the events, such as "Western Party", "Southeast Asia style", "Love Passion". Holiday Inn Tianjin Aqua City offers big

discount for guests. At the end of the wedding show, a couple of lovers won 10,000RMB lucky draw prize, which brought the atmosphere to the climax.

CHINA NATIONAL DAY HOLIDAY GETAWAY



Save up to 20% off Best Available Rate at Radisson Blu Plaza Hotel Tianjin. Radisson Blu Plaza Hotel Tianjin is making holiday getaways easy and more affordable with the launch of the China National Day Holiday Getaway promotion. From 9 September to 12 October 2013, guests will enjoy up to 20% discount off on Best Available Rate when staying a minimum of one night for stays between 28 September to 13 October 2013. The China National Day Holiday Getaway is available for booking starting 9 September at Radisson Blu Plaza Hotel Tianjin and the other 11 participating Radisson Blu and Park Plaza hotels and resorts properties in China.

During their stay, guests will enjoy offerings such as Free Internet access in the guest rooms and Late Check-out. In addition, members of the Club Carlson guest loyalty programme will qualify for the Triple goldpoints for eligible stays. The China National Day Holiday Getaway offer must be booked no later than the day before the guest's check-in date, via phone, on-line or directly in person with the participating hotels.

Deliver Love, Care for Children



As part of Carlson Rezidor Hotel Group's annual Responsible Business Action Month (RBAM) this year, Radisson Blu Plaza Hotel Tianjin Cares for Children from Deaf Children Rehabilitation Center.

During Responsible Business Action Month, which takes place in the whole month of September, Carlson Rezidor hotels make special efforts to organize social and environmental activities, engage employees, guests and the local community and raise awareness on important social and sustainability issues.

For 2013, 86 Carlson Rezidor hotels have already signed up to participate in this special event with a focus on reducing environmental footprints and helping children at risk. Last year, 4,000 employees from 62 Carlson Rezidor hotels came together to plant 5,700 trees, donate more than 1,000 units of blood, offering 13 jobs for physically challenged individuals, and raising more than USD\$50,000 for various charities. The work made a difference in 65 communities throughout Asia Pacific last year.

This year, Radisson Blu Plaza Hotel Tianjin participated in "Delivers Love, Care for Children" from the Tianjin Deaf Children Rehabilitation Center. The hotel hosted a buffet lunch for children on 11 September, 2013. The hotel decorated their western restaurant Café@66 and the hotel management dressed in cartoon character costumes. The children were warmly welcomed by the hotel management and there was a welcome speech given by the hotel General Manager, Clive Murray. The children then made their own cookies with the hotel management and this was followed by performances from Clowns for their amusement. A lavish buffet lunch was served and to express our best wishes to all the children, each child was presented with their own baked cookies and a soft toy on departure.

Clive Murray, general manager of Radisson Blu Plaza Hotel Tianjin commented that our hotel has a constant focus on social responsibility and, this forms part of our commitment to society.

Picture shows Clive Murray (sitting sixth from left) and the hotel management team with children from the Tianjin Deaf Children Rehabilitation Center.

Best Business Hotel of the Year



Organized by the leading travel media Travel Weekly Magazine and the Events Magazine, "2013 China Travel and Meetings Industry Awards" awarding ceremony was held in Beijing on 4 September. Hotel Indigo Tianjin Haihe won the "Best Business Hotel of the Year", becoming the only Tianjin hotel to receive such recognition. Hotel's Public Relations Manager Winner Wang attended the

awarding ceremony.

"China Travel and Meetings Industry Awards" aims to honor outstanding enterprises in the travel and MICE industry in China. This award marked an important recognition by the industry given the award's well-renowned justice and innovative originality. The award is definitely one of the most important honours in recognizing Hotel Indigo Tianjin Haihe's leading position in the hotel industry and the unparalleled service standard for every guest.

PARTING SHOT

忘带钥匙了怎么办？

我脑子里在想什么？其实什么都没想，所以我口袋里没有钥匙、没有钱、也没有电话。是的，我把自己锁在外面了。我从没想到会发生这样的事！

我就这样口袋空空地走出家门。当我意识到自己被锁在外面的时候，我什么都做不了。备用钥匙在抽屉里，脑子里没有一个朋友的电话号码，就算知道号码我也打不了电话。没有钱我也不能打车到朋友家借宿，就算能靠走，我也不记得朋友家的门牌号。我完全懵了！

我只能到附近的派出所寻求帮助。这里有我的登记信息，我希望他们能帮我联系房东，也许他有备用钥匙。后来我用我蹩脚的中文向一个小卖部老板讲了我的遭遇，他建议我花160块钱找个开锁匠。过了20分钟，开锁匠来了。借助一个破塑料带和一把扁头改锥，他终于把门打开了。

为了防止你像我一样倒霉，你最好提前预防这种事情的发生。备用钥匙一定要有，只不过不要藏在门口，这样很容易被别人发现并且准确定位到你的家门。你可以埋在附近的树底下或者其他楼层的楼梯角落。当然也可以把钥匙交给对象、密友或者可靠的邻居保管。至少记住一个有用的电话号码，比如派出所、朋友、房东、锁匠。现在就去打听一下开锁匠的价格，再去查查他们的资质，你早晚有一天能用得上他们。

Locked Out!

By Parker Barriball



What was I thinking? That's just it – I wasn't thinking. I never thought it could happen to me until it finally did. I was locked out – no keys, no money, no cell phone. What was I to do? Let me tell you how it happened and provide some suggestions about preventing and dealing with this irritating and comfortless situation.

The Story

It was late at night when I waltzed out of my apartment with a completely empty pair of pockets. I had closed the door without taking my key, my cell phone, nor ANY money. I did have a spare key, but it was inside the apartment. What good is a spare key hidden away in a drawer? Having a cell phone makes memorizing numbers redundant. How could I call for help without my phone? Without any money, how could I taxi myself to a sleep-over? I could walk, but I don't know my

friends' buzz-codes, nor do I remember which floor they live on. I was totally unprepared in every respect.

The only thing I could do was walk to the local police station – where I registered my tenancy – and hope for them to be open. (Actually, as I learned, all police stations are open 24 hours.) They could contact my landlord, whom I hoped would have an extra spare key, or I could, at least, sleep in the station. Luckily, I was able to communicate to a local shop owner, in my broken Chinese, what had happened. He phoned me a locksmith and offered that I pay him the 160¥ back the next day.

The unshaven locksmith arrived on a dingy motorcycle 20 minutes later. After failing to open the steel door of my apartment with a skeleton key, he stuffed the lock with a strip of plastic bag and, after turning the stuffed lock with a flathead screwdriver,

opened the door. He left the plastic strips on the floor when he left.

Preemptive Measures

To prevent the same thing from happening to you, what follows is a list of suggestions that may preemptively help deal with a lock-out.

The Hidden Key

If you are going to hide a spare key somewhere outside your abode, don't hide it outside the front door. You don't want someone finding it and knowing, obviously, which door it belongs to. Find a nearby tree or dirt patch to bury the key under. Hide it in a stairwell nook of a floor other than your own.

you get locked out without your phone, have a list of useful phone numbers handily hid nearby your premises

The Key-Keeper

Give a spare key to a partner or close friend. When locked out, call them up to deliver the key to you – or, if you didn't get locked out without your cash unlike me, taxi over to them. If you really, really trust your neighbor, leave a spare key with them, at your own risk.

The Phone Number List

Owning a cell phone makes remembering phone numbers easy – you just don't have to! In the case that you get locked out without your phone, have a list of useful phone numbers handily hid nearby your premises: local police station, friends, landlord, local locksmith, employer's emergency contact number, etc. Hide the list outside your apartment or give it to a trustworthy neighbor. Use a public phone – or a friendly, local shop owner's – to call for help.

The Locksmith

In the event that you have to have your apartment broken in to, please check your local locksmith's price before such a thing ever happens. Visit them and get their business card. Know them, their address, phone number, and obtain their business card. Check in with the local police station to confirm their legitimacy.

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TIANJIN HR CLUB



HR Club Member Visit Activity --- Wonderful visit of Boeing Company

The expected visiting activity of Boeing Company started on August 23rd. All HR professionals who registered beforehand gathered Boeing plant after nine o'clock on time.

The GM of Boeing, Mr. Gary Baker was invited in this activity also, who shared the history of Boeing, the organization structure and production methods etc. All participants were quite interested in his presentation. They listened carefully and exchanged their opinions with Gary. Afterwards, under the lead of Production Manager, Mr. Liu Lei, HRs walked in Boeing workshop to learn the machinery process from raw materials to final products.

After coming back meeting room, the HRM, Ms. Eileen Gu introduced Boeing Employee Social responsibility project to all. Everyone felt Boeing's culture of care people and society deeply. An elegant model of Boeing 787 airplane was presented to every participant as the gift when the activity finished.

HR Club Institute training ---How to improve the skill of accurately identifying English level of candidate

On September 5th, more than 20 HR Club members joined the mini training with subject of "How to identify the English level of candidates accurately" in Lucky International English Center. The trainer introduced the professional oral English evaluation tool. Through role play and group discussion, all were more and more familiar with this useful tool and felt more confident facing English interview in future.

In the following days, HR Club will organize more mini training about English learning for HR professionals. Warmly welcome friends to register with us.

Upcoming Event

2013 Tianjin Blue Collar Labor's Salary Survey Report Launch Conference will be officially held on 23rd of September in Nankai University. More detailed information about the survey result will be disclosed on next issue.



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Origin	Destination	Flight	Departure	Arrival	Day
Incheon	Tianjin	KE805	0915	1010	Daily
		KE863	1220	1315	1,2,5,7
Tianjin	Incheon	KE806	1320	1410	3,4,6
		KE806	1120	1410	Daily
Tianjin	Incheon	KE804	1420	1705	1,2,5,7
		KE864	1515	1805	3,4,6

* Please note extra flight KE863/KE864 is operated during period 2013.8.26-2013.10.26

Flight KE805/806 schedules will be adjusted on/after 27-OCT-2013. Thanks for your kind attention.



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