

The BRIDGE

Published by Richmond Hill & Markham Chinese Business Association



RICHMOND HILL & MARKHAM CHINESE BUSINESS ASSOCIATION
烈治文山市·萬錦市華商會

Seasonal greetings:

Because your support has made it possible for this Association to grow, it's a real pleasure at this holiday time for the Board to say "thank you" and we wish you a full year of happiness and success.

**Board of Richmond Hill & Markham
Chinese Business Association**



Together, we keep our community safe 合力保障社區安全

A safe environment is a very important element in doing business. York Regional Police and Richmond Hill & Markham Chinese Business Association are joining hands to keep the business community safe from the perpetrators. During the Christmas shopping season, YRP officers and RHMCCA directors visited some Chinese shopping plazas in Markham and Richmond Hill. Purpose of this initiative is to keep them vigilant for crimes.

The visit took place after the meeting of YRP and RHMCCA on crime issues, and the arrests of several suspects in Toronto area. "This does not however mean that we can be at ease now. We still need to keep our crime prevention measures in place and remain alert at any time," said Will Sung, President of RHMCCA.

There had been seven robberies in the past few months in York Region, mainly in Richmond Hill and Markham. Most of the victims are Chinese restaurants. Some of the robberies happened during busy dinner hours. This has raised concerns of the association about the safety of these businesses, their employees and the general public.

A meeting with York Regional Police Chief Armand La Barge and other senior officers was arranged to discuss how to safeguard the business community.

In the meeting, RHMCCA voiced out the concerns that Chinese business was becoming easy target of those criminals. And RHMCCA would like to see increased police presence in the business area to deter the perpetrators.

Chief La Barge said that police had stepped up measures to protect the business. "I assure the community that Richmond Hill and Markham are safe places for business," said Chief La Barge. The Chief also emphasized that they had crime prevention kit for business in different ethnic languages, including Chinese. The business owners should go through the prevention tips and be

alert of anything that is suspicious. And more importantly, don't be afraid of reporting crimes or unusual things to the police.

Chief La Barge also emphasized that the long term relationship with RHMCCA was important in assuring public confident. RHMCCA in turn would like to be the ice breaker for the police in building relationship with Chinese business. Other than visiting shop owners, YRP and RHMCCA are also working together to organize crime prevention workshops for business owners.

在聖誕購物旺季期間，約克區警隊聯同本會理事，一起探訪烈治文山市及萬錦市華人商場，向店東宣傳防止罪案意識，並呼籲他們切勿因警方拘捕了數名劫案疑犯，便掉以輕心，放鬆防備。

約克區在過去數個月內發生七宗劫案，賊人主要以中餐館為目標。連串罪案令商戶擔心安全及影響生意。有見及此，本會約見警察總長，多位約克區警察分局局長以及偵緝部門主管。會上本會反映商戶的憂慮，並要求警方增加警力保護市民。

約克區警察總長樂巴治向區內商戶保證，烈治文山市及萬錦市是做生意的安全地點。警方已留意到劫案趨勢，並加派人手處理案件。他又強調警方備有翻譯成中文的防範劫案指南，希望商戶細閱內容，學習留意可疑人物及店舖附近不尋常事件。最重要的，是商戶必需報案，及報告可疑東西。結果在警方加大偵緝力度之後，終於有數名嫌疑人落網。

警察總長強調與本會有長期密切關係，通過與本會的合作，定能令公眾對區內治安重拾信心。除了聖誕前與本會聯合探訪商戶，建立良好關係外，警方亦會與本會合辦防止罪案工作坊，向商戶提供方法去預防賊人。

Don't get mad, you get even 忍一時 海闊天空

A Chinese customer stepped into a car dealership one day. The top salesperson of that dealership approached him and tried to sell him a car. But that customer only wanted to talk to Kit Wong. Finally this customer was turned away by the dealership, and Kit Wong could not sell him a car. It happened in 1971.

Kit was furious of the discrimination. But he didn't fight back at that time, because he knew that he was not in the position to get even. His angst instead motivated him to work even harder. He worked seven days a week, crawled through the phone books or went door knocking to find potential buyers. Soon, he became one of the top sales of the dealership. His boss would not turn away his customers any more.

"Don't get mad, you get even", this is a saying from one of my former colleagues. I always keep this saying in mind. My records put me in the right position and thus I get the respect that I deserve," says Kit Wong from his Mercedes-Benz office in Markham.

Kit has been working in the car retail industry since 1971. He is so familiar with the industry that he gets a nickname of "Dr. Auto". Like many other entrepreneurs, he started his own business after certain years in the industry. With his experience and connections, his first auto sales and leasing business was a success. He then expanded his business to a car dealership in 1997.

However, the car dealership story was a failure. Many reasons attributed to the unsuccessful venture, like the not-quite-popular brand name of the car, and the unexpected skyrocketing commercial property tax due to the amalgamation of the City of Toronto. He sold his shares after only two years in the business.

From a dealership owner back to a frontline salesperson, Kit is happy with what he has achieved. He was Past President of RHMCA and 3-time President of Toronto Cathay Lions Club. He is always active in the community, emceeding for fundraising or community galas, golfing and dancing. Hindsight of his career and business? It's still the same: Don't get mad, you get even.

時年1971年，一名華人走進一家車行買車。車行內首席營業員上前殷勤招待，但那客人指定要與黃卓傑交易。結果車行不賣車給這名客人，而黃卓傑眼巴巴損失一宗交易。面對這種歧視，黃卓傑很憤怒，但沒發怒。他的怒氣驅使他更發奮工作。七天上班，不斷從電話簿上或挨家挨戶拍門找尋買家。不多久他成為車行內成績最好的營業員之一，車行老闆再也不會趕走他的客人。這都是靠同事給他一句人生精語：「忍一時，海闊天空」

從事車行營業員多年後，黃卓傑也一嘗做老闆滋味。開設了一家汽車銷售及租賃公司，成績良好，於是於1997年，決定擴展業務，經營車行。可惜車行老闆不易為，除了所經銷的汽車品牌還未流行外，更大的打擊，是來自多倫多市合併後，商業地稅上升數倍的現實。只經營了兩年，他決定出售股份。

不做老闆，重新做回營業員，看似倒退，但黃卓傑不以為然。他於行內人稱「車壇博士」，是本會前任會長，歷任三屆多倫多國泰獅子會會長，活躍社區，經常為盛大籌款或社區晚宴任司儀，又是高爾夫球及舞林高手。能夠有此成就，黃卓傑還是歸因這一句：「忍一時，海闊天空」。



Kit Wong is now a top sales of Mercedes-Benz. It makes his life much easier than being a boss. 黃卓傑不做車行老闆，做平治車首席營業員，心情輕鬆得多。

Message from the President 會長致詞

This is the last issue of the Bridge in 2009, I would like to send my warm wishes to our members and friends of RHMCA. Wish you all a successful year ahead.

The Bridge is an important communication tool between the association and the public. As you may have found in this and last issue, we have included brief profiles of our members and directors' business. These stories are helping the public to understand more of our members' business, and hence increasing their confidence in doing business with our members or directors. This element is going to be the major feature of our newsletter. As a business association, it is our goal to help members business grow.

Merry Christmas and Happy New Year!

Will Sung
President, RHMCA

今次是本刊2009年度最後一期，謹此祝願每一位會員及朋友來年更進一步。

本刊是本會與外界加強聯繫的重要工具之一。從上一期開始，我們加入介紹本會理事及會員的欄目，目的是希望讓公眾更了解他們的業務，從而加強與他們做生意的信心。而這等欄目已成為本刊的重點內容。作為商會，協助會員增長業務是我們的首要任務之一。

祝大家聖誕快樂，新年進步！

宋偉
烈治文山市萬錦市華商會會長



Member Profile – Globox Business Centre

會員介紹 – Globox 商業中心

Economic tough time does not necessarily mean slow business. Globox Business Centre offers full-serviced business suites. It fits the budgets of start-ups, back-up offices or downsizing businesses. But what is more important is the service it provides.

Locates in Scarborough Midland and McNicoll Avenues area, Globox Business Centre is an elegant office setting for small businesses, like accounting, immigration and health services. The professional layout of the business centre, from the office room, boardroom, training room to the reception area, is the design of a professional interior designer Pancy Pong, who is also Globox's manager.

"Other than the layout, a more important element of this business centre is our approach in tenant relations," says Pancy. "We will get to know our tenants' business, understand their needs and try to work out the best solutions for them."

Pancy is setting up a referral desk for the tenants. They can place their business literatures on the desk. And they can pick up marketing materials of others. She is also working on the group rates of certain services for tenants, for example, the courier service. When the tenants are having troubles in business and considering closing down, she will help working out a solution for the tenants to save them some costs.

All these skills are the result of her business centre management job in one of the Hong Kong most classic office buildings, the Central Plaza. She described it as her most enjoyable job before she moved to Toronto. It gave her the perspectives beyond an interior designer, the chances of meeting different businesses, and the opportunities of understanding the many aspects of running a business.



Being a member of RHMCA, Pancy looks forward to offering her business suites to other fellow members. By presenting the membership card of RHMCA, the business owner will enjoy a 10% off the rent. For a price of about \$500 a month, the tenant can enjoy the furnished office including phone and internet. This is no-doubt an affordable cost for small business.

經濟低迷，但Globox商業中心的業務並未受到影響。這所服務齊備的商業中心，正好適合經營小生意的創業者，或需要縮減辦公室規模的企業租用。商業中心位於士嘉堡 Midland 和 McNicoll 街交界，裡面設計現代化，從辦公室、會議室、培訓室及至接待處，均予人專業辦公室的印象。這些都是 Globox 經理 Pancy Pong 的設計，而 Pancy 本身亦是一位專業室內設計師。

移民前，Pancy 曾在香港一流的辦公室大廈中環廣場任職管理處。她把經驗帶到多倫多，提供出租辦公室以外的服務，現正計劃放置櫃台讓租戶擺放業務宣傳單張；又會嘗試爭取如信差快遞等服務的集體價格；若租客遇上困難，她亦會替他們想一些可以減省開支的方法。

作為商會成員，Pancy願意與其他會員同舟共濟。會員可享用九折租金優惠。以大約 500 元一個月的價錢，便能租用一個具備家具、電話及互聯網服務的辦公室，絕對符合小生意的負擔能力。



Shan Qiao Photography

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Organized by:



CONFEDERATION OF GREATER TORONTO
CHINESE BUSINESS ASSOCIATION
大多市華商總會

China Trade Mission 2010

Website: www.cgtcba.com

Mission Coordinator: Lucia Chan, 416-301 8448, or 905-625 6222,
email: lchan@cgtcba.com

Events 本會及社區活動

RHMCBA events 本會活動:

Members Networking Night 會員聚會

Date 日期: January 26, 2010 Tuesday 2010年1月26日周二
Time 時間: 6 pm – 10 pm
Venue 地點: To be advised 另行通告
Fee 費用: \$25/members; \$35/non-member
RSVP 登記: 905-731 8806, or email: info@rhmcba.ca

Confederation of Greater Toronto Chinese Business Association 大多倫多華商總會

St. John Ambulance - Emergency Level First Aid with CPR course 聖約翰救傷隊急救課程

Date 日期: January 28, 2010 Thursday 2010年1月28日周四
Time 時間: 9 am – 5 pm
Venue 地點: St. John Ambulance Training Centre,
210 Milner Ave., Room B, Scarborough
Fee 費用: \$90/member; \$95/non-member
RSVP 登記: 905-731 8806, or email: info@rhmcba.ca

Markham Small Business Enterprise Centre events 萬錦市小企業中心活動:

How to use social media to market your business 運用社交媒體推廣生意

Date 日期: January 12, 2010 Tuesday 2010年1月12日周二
Time 時間: 5:30 pm -7:30 pm
Venue 地點: Markham Executive Offices, 3601 Hwy 7 East,
Suite 400, Markham
Fee 費用: \$10
RSVP 登記: Register online 網上登記www.msbec.markham.ca

Greening Your Small Business breakfast seminar 綠化小生意早餐會

Date 日期: January 27, 2010 Wednesday 2010年1月27日周三
Time 時間: 7:30 am – 9:30am
Venue 地點: Canada Room, Markham Civic Centre,
Town Centre Blvd., Markham
Fee 費用: FREE 全免
RSVP 登記: Register online 網上登記www.msbec.markham.ca

Welcoming New Members 歡迎新會員



Lewis Ng
Yan Cheung Fashions –
Annā Bella



Tommy Kwan
Printing Resources



Angela Tse
Graphic Designer



Stanley Yau
Century 21 King's Quay
Real Estate Inc.



Ben Du
Pioneer IT



Leon Luo
Enesoon New Energy

Richmond Hill Small Business Enterprise Centre 烈治文山小企業中心研討會:

Vocal Power 演說力量

Date 日期: January 21, 2010 Thursday 2010年1月21日周四
Time 時間: 8:30 am – 10:30 am
Venue 地點: Council Chambers, Town of Richmond Hill,
225 East Beaver Creek Rd., 1/F, Richmond Hill
Fee 費用: FREE 全免
RSVP 登記: 905-771 2523 or ecdev@richmondhill.ca

New Importer Seminar 初次入口商研討會

Date 日期: February 10, 2010 Wednesday 2010年2月10日周三
Time 時間: 8:30 am – 11:30 am
Venue 地點: Council Chambers, Town of Richmond Hill,
225 East Beaver Creek Rd., 1/F, Richmond Hill
Fee 費用: FREE 全免
RSVP 登記: 905-771 2523 or ecdev@richmondhill.ca

Income Tax Seminar 入息稅研討會

Date 日期: February 23, 2010 Tuesday 2010年2月23日周二
Time 時間: 6:00 pm – 8:00 pm
Venue 地點: Council Chambers, Town of Richmond Hill,
225 East Beaver Creek Rd., 1/F, Richmond Hill
Fee 費用: FREE 全免
RSVP 登記: 905-771 2523 or ecdev@richmondhill.ca

York Small Business Enterprise Centre 約克區小企業中心

7th Annual YSBEC Entrepreneur's Conference 第七屆約克區創業家會議

Access to Capital for Entrepreneurs 創業者融資途徑

Date 日期: February 9, 2010 Tuesday 2010年2月9日周二
Time 時間: 8:00 am – 4:15 pm
Venue 地點: King Valley Golf Club, 15675 Dufferin St.,
King, Ontario
Fee 費用: \$75
RSVP 登記: 1-877-464-9675, ext 1572, or ysbec@york.ca
Agenda 會議程序: www.rhmcba.ca

November Members Networking Event



Members and
Guests Mingling



President of
RHMCBA
Will Sung welcome
guests of the night.



預防劫案

- 提高警覺
 - 招呼客人作眼神接觸
 - 留心周圍環境
 - 提防被人分散注意
 - 留意可疑人物/車輛
- 清楚易見
 - 不要遮蔽窗戶
 - 清除雜物
 - 燈火通明
- 監察攝像
 - 維修、測試、保留、更新、位置
 - 張貼保安告示

Robbery Prevention

- Be Alert and Aware
 - Greet customers, make eye contact
 - Know what is going on
 - Be aware of persons trying to distract you
 - Suspicious persons/vehicles
- Visibility
 - Uncovered windows
 - Declutter
 - Lighting
- Video Surveillance
 - Maintenance, testing, retention, upgrades, location
 - Signage about security in place



預防劫案

- 現金 / 貴重物品
 - 不要存放過多現金及貴重物，並張貼告示
 - 關上收銀機，定時拿走大額鈔票及現金
 - 避免慣性路線或做法
 - 使用銀行晚間投錢箱
- 預備及演習應變
 - 遇劫時應做或不應做的事情
 - 啟動警報
 - 留意賊人容貌
 - 如何報警
- 報告
 - 電話旁放有緊急號碼
 - 可疑人物、車輛、游盪者

Robbery Prevention

- Money/valuables
 - Limit cash and valuables on premises – post notice
 - Keep till closed, remove large bills and cash regularly
 - Avoid routine procedures
 - Drop safe/night deposit
- Have a Plan and practice it
 - What to do during robbery/not to do
 - Alarm activation
 - Obtaining descriptions
 - How to notify police
- Report
 - Keep emergency numbers near phone
 - Suspicious people, vehicles, loitering



遇劫時

- 保持冷靜
 - 像對待客人 / 與他們合作
 - 不要反抗或爭吵
- 依照賊人指示
 - 不要做賊人指示以外的事
 - 若有不尋常舉動，先知會賊人
 - 向他們保證會合作
- 做一個好證人
 - 言談、容貌、特徵、武器、行為、舉止、逃走方向、車輛
- 安全時啟動警鐘
- 盡快報警

During A Robbery

- Remain calm
 - Treat as customer/cooperate
 - Do not argue or resist
- Follow robber's directions
 - Don't volunteer more than asked for
 - Advise robber of any unusual moves you must make
 - reassure them of your cooperation
- Be a good witness
 - speech, description, distinguishing features, weapons, behaviour, mannerisms, direction of travel, vehicles
- Activate alarm if you can do so safely
- Call police as soon as possible



After a Robbery

- Call 911 – stay on phone
 - 24 hr interpretation service
 - Use a landline if possible
- Lock all doors
- Ask witnesses to remain calm
- Don't touch anything robber has touched
- Save any notes
- Write down any details you can remember and ask witnesses to as well
- Get names/contact info from anyone who must leave
- Complete YRP "Suspect Identity Chart"



Victim Services
of York Region
905-474-2955

賊人逃走後

- 打911報警，不要放開電話
 - 24小時翻譯服務
 - 盡可能用固網電話
 - 鎖上所有門
 - 促請目擊者冷靜
 - 不要觸到賊人碰過的物品
 - 保留賊人要求的東西
 - 寫下任何記起的細節，並要求目擊者同樣做
 - 若有人一定要離開，記下他們的名字及聯絡方法
 - 填妥約克區警隊的“疑犯身份表格”
- 約克區受害人服務熱線：
905-474 2955



York Regional Police Chief Armand La Barge and other senior police officers, met with RHMBCA to discuss about their effort in cracking down on restaurant robberies. (courtesy: Singtao Daily)

本會約見約克區警察總長樂巴治與多位高級警官，討論華商遇劫問題，警方答應加強人手對付罪案。(星島日報提供照片)

York Regional Police and RHMBCA President Will Sung, Directors CS Leung and Daisy Wai visited restaurants in First Markham Place.

約克區警隊與本會會長宋偉、理事梁中心及韋丘佩芳探訪萬錦市酒家，宣傳防盜重要性。



Vice Presidents Annie Ho and Sunny Ho, and Director Ricky Chan visited shops in Richmond Hill.

副會長何鄧小仙及何志立，以及理事陳弘基拜訪烈治文山市商戶。



The Honourable
Bryon Wilfert

Member of Parliament
Richmond Hill

www.bryonwilfert.com

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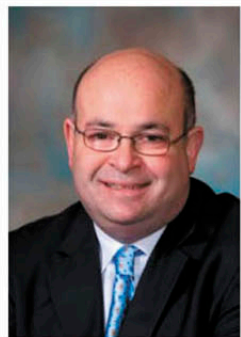
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Wishing you a blessed holiday
season filled with warmth,
happiness and good cheer.

Merry Christmas.



*"I would like to take this
opportunity to wish the
members of the Richmond Hill
& Markham Chinese Business
Association a very
Merry Christmas and a
prosperous New Year!"*

COUNCILLOR DAVID COHEN

TOWN OF RICHMOND HILL
225 East Beaver Creek Road
Richmond Hill, ON L4B 3P4

Tel: 905.771.5434 Fax: 905.771.2500
Cell: 416.990.3900



**DR. KIT GUAN
& ASSOCIATES
OPTOMETRY**

Comprehensive Family Eye Care
Contact Lens Assessments
Laser Vision Consultations

*Wishing all a
Merry Christmas
and
Happy New Year*

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