

# 百萬義工一條心

## One million volunteers, one single team

黃兆雄 Stephen Wong

(編按：黃兆雄先生兩年前去了德國觀看世界盃，回來後為本刊撰文介紹在當地的見聞(見二零零六年第三期「主題故事」)。在今年八月的奧運會期間，他去了北京擔任義工(官方稱為「志願者」)，本刊再度邀請他撰文，和讀者分享這次的體會。)

(Editor's note: In an article published in The Voice ("Cover Story", No. 3 / 2006), Mr Stephen Wong talked about his observations and insights during his trip to Germany to watch the World Cup two years ago. During the Olympic Games in August this year, he worked as a volunteer in Beijing, and accepted our invitation to share his experience with our readers in the article below.)



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在鳥巢前歡呼雀躍的義工。

Cheerful volunteers in front of the Bird's Nest.

香港市民一可以申請做北京奧運的義工，幾分鐘後我就交了申請，究竟自己為甚麼這樣做，我到現在還沒弄清楚。那必定是因為我對祖國深深感激，感激它讓香港特區的市民參與這件幾十年來的頭等大事。別忘記北京的主辦單位要找年輕人幫手的話，北京城裡就有成千上萬，此外還可以到河北、山東、遼寧等鄰近省份去找，實在用不著說普通話時滿是粵語口音的香港人，而且要說對北京的認識，對舌頭捲個不停的北京話的理解，又怎會需要香港

still cannot figure out what has made me put in an application for volunteer service at the Beijing Olympics only minutes after the application was opened to Hong Kong citizens. It must have been a deep gratitude for my mother country to involve people from the Special Administrative Region to participate in our most important event in decades. After all, if the organiser in Beijing had been looking for youngsters to help out, it could easily find thousands of them in Beijing or in a couple of nearby provinces like Hebei, Shandong, Liaoning etc, and really would not need to involve Hong Kong people, who speak Putonghua with a perfect Cantonese accent, who do not know Beijing well enough and who have difficulty understanding the local tongue-rolling accent.

人呢。

可是，國家認為奧運會是全國的事，而不只是和北京有關，於是全國各地的人，只要想投身參與這次空前盛事，從而豐富生命並為國家出一分力，就都有機會申請做義工。我申請了，而且認真對待整個過程，花時間閱讀資料，參加面試，想不到當時小小的「投資」，回報居然大得可以。

## 意想不到的回報

最先的回報，是可以和女兒一起成為義工。她那時在倫敦工作，我們很少見面，更不要說一塊工作了。但是她聽到我已經申請後，馬上抓住這個機會，終於在倫敦通過了甄選程序，成為義工了。

還有就是上司和同事給我全心全意的支持，使得我這個中年人憑著他們的鼓勵而充滿活力，即使和全都是二十來歲的北京義工相比，我的精力也不會輸給他們。說甚麼我都不會退縮，在四川大地震之後，更下定決心要把工作做好。一幕幕災區的場景，促使所有中國人都竭力參與這次奧運，就當是送給死難者遺屬的一點慰問，叫他們知道中國不會在自然災難面前倒下來。

這種種推動力匯集起來，使我在七月二十四日登上前往北京的航機時，早已不再年輕的身體注滿了能量。我那時沒有甚麼大的期望，但到八月二十五日回來時，卻感到大有收穫，想想自己的福氣，想想自己在短短一個月裡的幸運，真有點如在「仲夏夜之夢」中的感覺。

我工作的崗位是國家體育場(鳥巢)的觀眾席，單是這已值得慶祝了，因為那不只表示我會在現場觀賞開幕典禮和閉幕典禮、很多場田徑賽事、男子足球決賽，還會使我對這個現代建築中神妙而迷人的巨構產生了難捨難離之情。在鳥巢對開的公園幾百米之外的地方，聳立著國家游泳中心(水立方)；水立方披上色彩斑斕的晚裝後，遊人全都迷醉不已。對我來說，這兩座體育館就像太陽和月亮，陰與陽，猛進與嫺靜，這是任何人立時就會戀上的工作地點。這麼一對無懈可擊的「璧人」，處處散發著融和，把史無前例的重

Yet, our country had decided that the Olympics needed to be a national event, not merely one for Beijing. The result – people from the entire nation who desired to enrich their life experience and at the same time to do our country a small service through involvement in a world-class event were given a chance to apply to become volunteers. I did, and treated the whole process seriously by investing some time in studying and attending interviews. Little did I know then that this small “investment” would pay dividends in leaps and bounds.

## Unexpected pay-offs

The dividend paid off firstly through my daughter's joining me in participating as well. She was working in London then and we seldom saw each other, let alone worked together. But when she heard that I had applied, she jumped at the chance almost immediately and through the selection channel in London got the job as well.

And then there was wholehearted support from my bosses and my colleagues, who gave me all sorts of encouragement to rejuvenate this middle-aged person and raise my vitality to the level of my Beijing co-workers, who were all in their twenties. I was not to be daunted, and my determination to do the job well had been further fortified by the unfortunate incident in Sichuan. **Scene after scene of calamity had incited many a Chinese to do their utmost in the Olympics, partly as a gesture of condolence to the bereaved that our country would stand tall despite natural disasters.**

So this matrix of motivational forces had added much fuel to my otherwise no-longer-that-young body when I boarded the Beijing-bound plane on 24 July. I had not expected much, but I returned on 25 August with a big big harvest, counting my blessings, counting the luck which had been bestowed on me within the period of just one month, a month of a “Midsummer Night's Dream”.

My posting to man the spectator stand at the National Stadium (the Bird's Nest) was enough reason for celebration. This meant I got to witness the opening and closing ceremonies, many sessions of the track and field events, the Men's Football Finals, not to mention the emotional attachment to this most wonderful and mesmerising piece of modern architecture. A few hundred metres across the public park area, the National Aquatics Centre (the Water Cube) stood proudly in juxtaposition, with its colourful evening gown magically casting a spell on its visitors. These two stadia to me were like the sun and the moon, the yin and the yang, the daring and the serene – workplaces where anyone would fall immediately in love with. The perfect “couple” instantly exuded harmony and performed their historical mission beautifully.

## Heroic volunteers

Not all volunteers had that sort of fortune though. **Some would attend to**

任完成得漂漂亮亮。

## 不簡單的義工

不過，並不是所有義工都像我那麼走運。有些義工會在排球場館裡負責把運動員滴在地上的汗水抹去；有些會在沒人注意的角落裡工作，擔起的責任雖然不簡單，但卻不會得到公眾的掌聲；也有些會在火熱的太陽下，汗流浹背地指揮交通。還有好幾千名義工會在整個奧運會期間默默工作，連看一眼比賽的機會都沒有。所有義工都值得敬重，都不簡單，都應該贏得世人的大聲喝彩。

管理我這個義工的，並不是面無表情、盛氣凌人的官員，我也無須遵守甚麼軍紀。與此相反，每個小組的主管都是二十多歲的大學生和年輕教師，而為觀眾服務的小組，每組四十人左右，大體都是二十出頭的本科生，來自中國不同的大學，服務起來人人都幹勁十足。起初，我的心理還是在「長者」和二十來歲的小伙子之間徘徊。但是我決定要做小伙子，並且真的做到了。我堅持年輕人做甚麼，我也照做甚麼，不過，有時他們卻都堅持要我多點休息。

說到義工得到的待遇，可以說是喜出望外。義工服不僅設計悅目，而且是有品牌的，穿上身後自豪感油然而生。我們在鳥巢要輪班工作，每班都有兩頓吃的(正餐加小吃包)，換班時還有一些小小的紀念品，此外，在市內乘坐公共交通工具是免費的，進很多景點參觀也是免費的；外地來的義工則可以住在價錢便宜但不設空調的本科生宿舍。還有一點好處值得一提，就是北京老百姓給義工的敬意，那同樣是免費的，而且使人飄飄然。就這樣，義工的士氣一直都高昂得很。

## 就數這次最好……

這次盛事舉辦得精確無比，大家都很满意。不管是現場觀眾、官員、運動員，還是只坐在電視機前觀看的觀眾，人人都對開幕典禮讚不絕口，接下來的賽事全都順順利利，不出漏子，

wiping the sweat of the athletes on the volleyball ground. Some would just retreat unnoticed into their quiet corner and perform their heroic duties with little appreciation from the public. Some would sweat under the scorching sun directing traffic. And thousands of others would quietly work through the entire period without getting a glimpse of any games. All command respect. All heroic. All deserve a big applause from the world.

As a volunteer, I was not managed by poker-faced, high-handed officials practising military discipline. Rather, team managers were actually university students and young teachers in their twenties, and the spectator service teams, each around 40 people in size, were basically made up of undergraduates from different universities in China, who were in their early twenties and all eager to serve. At first, my psychological pendulum swung between a "senior citizen" and a young lad in his twenties. I decided to opt for the latter and succeeded. I insisted that I was to do exactly the same tasks as the youngsters, though at times they all insisted that I should take more rest.

Judging from the treatment that volunteers were given, I'd say that it was pleasantly surprising. The smartly-designed, brand-name outfit was a pride to wear, and then we were given two meals per shift at the stadium (a main meal + a snack bag), a reasonably-priced undergrad dormitory for foreign volunteers though with no air-con thrown in, free public transportation in the city, free admission to many sightseeing spots as well as little souvenirs distributed at the end of each shift. Plus – free, ego-soothing respect from the general crowd in Beijing. The morale was thus kept constantly high.

## It's the best of all ...

The whole event was delivered like clockwork to the satisfaction of many. Spectators, officials, athletes and viewers who simply sat in front of TV sets were all totally stunned by the opening ceremony, and the subsequent smoothness and hassle-free delivery of all games. As one who was totally immersed in the whole process, I find it heartwarming to see that our country was so united in putting on a great show, and to tell the world that we were a gracious, efficient and peace-loving host and that China was always ready to make friends and work with other countries in One World to realise that One Dream. **Beijing, in its smart new outfit, has undoubtedly hosted the Olympics with grandeur and pride and has without the slightest doubt won millions of hearts from all corners of the earth.**

As a Chinese, I could not help but felt proud of my country and it was hard to have objective opinions in that sort of circumstances. But during my one-month stay in the capital, I grasped the opportunity to talk to a large number of visitors and gathered some interesting points of view to share with readers.

**Hardware:** As always, China's hardware was a real eye-opener in the

也使人難以忘懷。國家上下一心，決意要做一齣好戲，使世人都知道我們是殷勤、高效而愛和平的東道主，中國已準備好和別的國家在「同一個世界」裡交朋結友，攜手實現「同一個夢想」；對於我這個身心都沉浸於整個過程的人來說，看到這些，心裡不禁感到暖暖的。北京以煥然一新的裝束，自信自豪的姿態，舉辦了一次無疑是堂皇壯麗的奧運會，而這次奧運會也毫無疑問地把世界各地的人民爭取了過來。

身為中國人，我難免會對祖國感到自豪，在這種情形下，恐怕難以提出客觀的意見。不過，我在首都逗留的一個月裡，把握機會和很多遊客交談，以下是一些和大家分享的可觀點。

**硬件：**一如以往，中國的硬件建設，在起始階段時都使人刮目相看，但叫人擔心的，卻往往是以後的維修保養。在京城中心聳立的兩大地標，怎樣重新發展才算最好，現在已有不少討論了，當局考慮今後怎樣善用這兩座體育館時，務必小心謹慎。

**軟件：**看到中國的傳統價值仍然保存得好好的，實在教人欣慰。這包括對遊客有禮貌，尊重老弱病人和孕婦。至於那些曾經是別國笑柄的「文化」特色，例如吐痰，插隊，缺乏環保意識，服務態度不好等等，都在慢慢消失，這真是我國邁向現代的標誌，可喜可賀。

**溝通技巧：**能親眼看到大多數學生都不怕和外地遊客接觸，我很高興，正是他們的努力，使我們成了殷勤好客的東道主。大概是因為年輕的一代很早就開始學英語吧，所以他們用來溝通的英語其實已經大有進步，雖然還可以再好一點。內地年輕人的英語進步得那麼快，香港的競爭優勢或許會漸漸相形失色了。

initial phases; but the concern always lies in the subsequent maintenance work. With the two landmarks proudly situated in the city centre, much talk is now going on as to how best to redevelop the stadia, and much prudence needs to be exercised as to how well they will be put to meaningful use in future.

**Software:** What was delightful to see was that the traditional values of China were still well preserved – courtesy to visitors, and great respect for the old, the weak, the indisposed and the pregnant. Those “cultural” aspects that had once been the laughing stock of other nations such as spitting, queue-jumping, lack of consciousness for the environment, poor service attitudes, etc were slowly disappearing – a truly welcome sign for a modern, progressive nation.

**Communication skills:** It was pleasant to witness most students not shying away from interacting with foreign visitors, with their efforts standing us in good stead as a gracious host. Although the standard of English as a medium of communication was improving very quickly indeed as the younger generation had started to learn English at a much younger age, there was still room for improvement. Hong Kong’s competitive edge might gradually erode, given such improvements on the part of the younger generation on the mainland.



中國舉辦奧運會的夢想，終於在二零零八年  
八月八日實現了。

*The Chinese dream of hosting the  
Olympiad was finally realised on 8 August 2008.*

作者(後排右一)、其他義工和奧運吉祥物合照。  
The author (first from right on back row), other volunteers  
and the Olympic mascots.

## ……只是還有點毛病

**城市交通：**車輛要按車牌號碼是單數還是雙數來決定行駛的日子，這項規定看來成功了，因為嚴重的堵車並沒有發生；但是很多北京人離城旅遊，對於紓緩交通也應有所幫助。至於北京地鐵，可以說是使人又愛又恨：愛的是乘坐八號線和十號線時的五星級舒適，恨的則是乘坐一號線時的一星級苦惱。一號線經過天安門廣場，自然最擁擠也最重要，但是當局為甚麼不多做點甚麼去改進它，我可到現在還搞不清楚。

**保安：**兩年前我去了德國觀看世界盃，大讚主辦國著重保安之餘，又能兼顧款客之道。這次海外遊客的普遍觀感是，當局把奧運的保安放在首位，而保安人員不僅人數眾多，而且隨處可見。有些海外的現場觀眾認為，這些措施或許會使大家觀看賽事時減少了樂趣。這種觀點當然有可議之處，因為保安和好客之間該怎樣取捨，這總是難以決定的事。

**體育精神：**現場的中國觀眾大多數都支持國家運動員，這絕對無可厚非，但是不接到指示就不願為其他國家的運動員打氣，劉翔退出賽事後就立刻離開鳥巢，這可不是我們泱泱大國應有的風度。

總的來說，我國這次舉辦的奧運會十分出色。北京的新面貌肯定給人帶來了一股清新的空氣——這可是比喻的說法，起碼新的建築物就很不錯，而且環境都變乾淨了，這總是好的。外地的官員、運動員和遊客，普遍都對他們的京奧之旅讚不絕口。第二十九屆奧林匹克運動會不僅使北京和中國有機會提升全民的素質，而且也大大的鼓勵了年輕的一代，使他們今後在世界舞台上可以把重要的角色擔當下去。🇨🇳

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## ... but with some failings

**City transportation:** The odd-even licence-plate restrictions seemed to have worked well, as no major traffic congestion was experienced; but the fact that many Beijingers had left the city for a holiday might also help ease the traffic problem. The subway was a pride and a shame at the same time, as the experience with riding the system ranged from 5-star comfort (Lines 8 and 10) to 1-star agony (Line 1). I still cannot figure out why the authorities have decided not to do a lot more to upgrade Line 1, which serves Tiananmen Square and must be the most congested and most important line of all.

**Security:** Two years ago I went to Germany for the World Cup and commended the fine balance between hospitality and safety. The general feeling on the part of overseas visitors was that the authorities accorded first priority to safety during the Olympics and security personnel were both visible and numerous. Some overseas spectators observed that such measures might compromise the fun factor while watching the games, which is of course debatable, as it is always tough as to where to draw the line between safety and hospitality.

**Sportsmanship:** While it was perfectly understandable that most Chinese spectators supported our national heroes, the reluctance to cheer and support non-Chinese athletes unless and until directed and the immediate departure from the Bird's Nest following Liu Xiang's withdrawal were not noble behaviour expected of a nation like ours.

In summary, our country has done an excellent job in hosting the Olympic Games. The new Beijing is certainly a breath of fresh air, if not literally then at least in terms of its fine architecture and its welcome cleanliness. Comments from overseas officials, athletes and visitors alike have been a general thumbs-up to their entire experience. **The XXIX Olympiad has given Beijing and our motherland an excellent opportunity to upgrade the quality of our people and serves as a great booster to the younger generation to play a continuous and important role on the world stage.** 🇨🇳

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