

# Human safety net

When things go wrong for travelers, a train station patrol officer is ready to help, **Zhao Yinan** reports in Beijing.

**W**hen Zhang Runqiu encountered Ma Zhongmei and her husband during a regular patrol at Beijing South Railway Station, the young couple was helping their baby to breathe from an oxygen bag.

The mother, sitting on a large pile of quilts and holding the infant in her arms, was weeping quietly. Standing beside her was her husband, holding the oxygen pillow, which was connected by a transparent plastic tube to the baby.

Even to a veteran railway worker like Zhang, whose main job is assisting the disadvantaged and travelers with problems, the scene was dramatic and piercing.

The 33-year-old rushed over, bent down and asked how she could help.

The mother was too sad to talk. Her husband said they were waiting for a train to take them back to their hometown for the Spring Festival.

Zhang invited the family to a sitting area reserved for seniors, pregnant women, the physically disabled and children.

Ma tells the professional Samaritan that the 1-year-old baby had been diagnosed with lung cancer six months ago. Since then, the parents had been seeking effective treatment in Beijing, but their hope was diminishing as time passed. Recently, doctors had suggested that they go back home to share the child's last days there.

"The poor baby reminds me of my own daughter, who is 2 years old," she says, pressing one hand on her chest and recalling the lump in her throat.

"But I'm not a doctor. The only thing I could do was to offer them a seat and help the couple get onto the train earlier than other passengers, partly reducing the inconvenience of traveling for the sick baby."

Zhang borrowed a wheelchair, scooped up the mother and the baby in it, and wheeled them through the emergency passageway to the platform. In the carriage, Zhang made a phone call to the couple's destination station and asked staff there to help the couple with the luggage.

Walking around in one of China's most modern railway stations and



**Zhang Runqiu helps a nursing mother move into a sitting area reserved for seniors, pregnant women, the physically disabled and children.**

ZOU HONG / CHINA DAILY

looking for people who need help is Zhang's primary task every day.

Zhang and eight other members of Beijing South Station service team receive nearly 70 appointments by phone and on weibo, a Twitter-like service in China. The team also assists hundreds more passengers like Ma Zhongmei, who didn't book special attendance in advance but hit obstacles when they travel.

During the Spring Rush, about 95,000 passengers arrive in and leave Beijing through South Station every day.

Gao Yujie, Zhang's colleague, says railway workers who communicate directly with passengers, like Zhang, face more pressure than those working in an office.

But working at the world's third largest railway hub does not simply mean attaining happiness by reaching out to others.

Living outside the Sixth Ring Road south of Beijing, Zhang usually gets up at 5:30 am and has to transfer three times by bus and subway so she can get to the station before 7:30 am.

Over the years, she says she has been accustomed to eating breakfast while walking to the bus stop and applying her makeup on the road.

Lu Jing is part of Zhang's service team. While she's seeing off hundreds of passengers in this week's holiday rush, the 21-year-old is prepared to spend her second Lunar New Year's Eve in the station.

"My feet and legs were swollen as soon as I joined the service team — I was not accustomed to long periods of walking and standing," she says with a big smile that her colleagues say is always on her face.

"But I find delight in helping passengers, especially when passengers come back and say hello to me when they come to the station again."

Lu says she probably will go back home after the Spring Rush is over.

Commuting across the crowded capital and working long hours are not the worst part of her job. Zhang says the thing that she fears most is misunderstanding with passengers.

March 23, 2012 is a day deeply embedded in her memory. Thousands

of passengers were stuck in the station because trains were canceled due to bad weather. "As the number of stranded passengers was increasing, many became extremely angry," she says.

In frustration, one of the angry passengers raised his hand and slapped Zhang's face. But a woman standing behind her quickly grabbed her and pulled her back. The man's hand just grazed her cheek.

"Things happened all of a sudden. I only figured out what took place after the woman standing behind me helped. I totally understand the man, who says he was delayed from urgent work," she says.

"I felt grateful to passengers. I put my heart and soul into them and they, like that woman, give me a hand at the critical moment."

Contact the writer at [zhaoyinan@chinadaily.com.cn](mailto:zhaoyinan@chinadaily.com.cn).



**Online**  
See more China Face stories by scanning the code.

## SMALL BITES

### SPRING FESTIVAL

BEIJING

#### Yu Restaurant at the Ritz-Carlton

At the Ritz-Carlton Beijing, executive chef Ku Chi-fai has dreamed up reunion dinner sets that are both delicious and auspicious, in the best festive tradition. The Cantonese chef's signature gourmet luxury dishes are available for a Spring Festival Eve set dinner available on Saturday, Feb 9, from 6 pm to 10 pm, at 6,888 yuan (\$1,090) per table of 10, plus 15 percent service charge. For last-minute shoppers for the Lunar New Year, there are also gift hampers available. 010-5908-8111.

#### Shang Palace at the Shangri-la

The Shangri-la's Chinese restaurant, Shang Palace, prepares a double option for diners. The banquet hall will be open on Lunar New Year's Eve for reunion dinner sets, and the Shang Palace itself will also serve sets in the dining room and the private parlors. While most dishes will be from the auspicious selections from the south, including *pen cai*, *yusheng* or *lohei*, and steamed whole fish, there are also northern favorites such as braised pig trotters and dumplings. 010-6841-2211.



#### Four Seasons Cai Yi Xuan

Cai Yi Xuan elevates the art of Chinese dining with good, honest regional cooking lightened up with fresh modern presentation. There is a large dining room, eight private rooms including two VIP rooms with one offering an exclusive chef's table. Chef Michael Liang starts off the New Year sets with *yusheng*, or raw fish salad, traditional augury for good luck, good health and prosperity. There are Northern and Shanghaiese appetizer platters, traditional assorted seafood casserole, sauteed scallops with asparagus and wild mushrooms, and braised abalone in oyster sauce with foie gras mousse-filled morel mushrooms. The Lunar New Year menu is priced at 888 yuan plus 15 percent service charge per person, for a minimum of eight diners. 010-5695-8888.

HONG KONG

#### Ingots and pumpkins

Chef Mok Kit Keung at the Shang Palace at the Kowloon Shangri-la is attracting attention with a series of delicately crafted Lunar New Year goodies, including *niangao* (sticky rice cake) shaped into an ingot and dusted with edible gold dust. There is also a realistic pumpkin fortune cake that is as delicious as it is attractive. It looks so good you may not be willing to cut it up. To buy some as gifts or just to decorate your own festive table, call 852-2733-8740.



### VALENTINE'S

BEIJING

#### Morton's of Chicago at Regent Hotel

Morton's of Chicago has crafted a Valentine's Day special for couples to enjoy dinner together. With a menu boasting the best imported prime beef and fresh seafood, Morton's is encouraging couples to bond over dinner as they share Prime Ocean Platters, Whole Baked Maine Lobsters and a succulent 1,300 gram Double Porterhouse for two. Every couple dining at Morton's on Valentine's Day will receive two complimentary Mortini vouchers valid for any day afterwards. 010-6523-7777.

#### Aroma and Barolo at Ritz-Carlton Beijing

Enjoy a romantic night at award-winning restaurants Aroma or Barolo at the Ritz-Carlton Beijing. Aroma offers a Valentine's dinner buffet at 999 yuan per couple with a complimentary glass of welcome champagne. At Barolo Italian Restaurant, a five-course set dinner has been specially crafted to set the mood for romance. For 2,088 yuan, couples can enjoy live entertainment and a complimentary glass of champagne. At both restaurants, each woman will receive a rose and chocolates and a specially designed photo frame will be given to every couple to remember this special day. A 15 percent service charge applies. 010-5908-8777.

TIANJIN

#### Albert's at Hotel Indigo

Located in the former German concession neighborhood, Hotel Indigo Tianjin offers an escape from the buzz of the city this Valentine's Day. Couples can enjoy a 50-percent discount off their guest rooms and a special four-course dinner at Albert's with two special dinner menus to choose from. The "Be My Valentine" comes at 688 yuan (\$109) and for 1,088 yuan, the "Only You" menu includes a welcome champagne and complimentary red, white or rose wine. The Valentine's Day menus are available on Feb 14 from 6 pm onwards. A 15 percent service charge is applicable per couple. Call 022-8832-8888 or log on to: [www.hotelindigo.com](http://www.hotelindigo.com).

SHANGHAI

#### San Valentino at Capo

Tucked away in the attic of a building built in 1911, Capo restaurant converges history with touches of modernism that sets it apart from others. Its five course San Valentino menu consisting of black-pearl caviar oysters, wood-oven-grilled farm striploin and Italian chocolate is a sure recipe for a night to remember. The a la carte menu is also available. At 888 yuan, the San Valentino menu is available only on Feb 14; bookings are recommended. 021-5308-8332.

# Gala: Dion 'enthusiastic to come to China'

FROM PAGE 1

"If you ask a Chinese person to name two English songs they can sing, it will be *My Heart Will Go On* and *Happy Birthday*," he says.

To explore new possibilities for the star in China, CCTV also organized the diva's cooperation with soprano Song Zuying, who is also an internationally acclaimed singer.

She gave a solo concert, called *What a Beautiful Jasmine*, in the John F. Kennedy Center for the Performing Arts in Washington in 2006.

Her album was nominated that year as the best Classical Crossover Album at the Grammy Awards. In 2008, she performed *The Flame of Love* with Spanish tenor Placido Domingo at the closing ceremony of the Beijing Olympics.

"I believe audiences are curious and really looking forward to seeing the stars perform together," said Gao.

Gao also flew to Dion's studio in Los Vegas to help with rehearsals of the folk song.

"She cannot speak Chinese, but she is fluent in French and English which

will help her with some of the pronunciations," he said.

Dion was enthusiastic to join the gala and reacquaint herself with China five years after her last visit.

Scheduling was the only fly in the ointment in bringing the star here, as she had to avoid date clashes with other commitments, including 80 shows in Las Vegas.

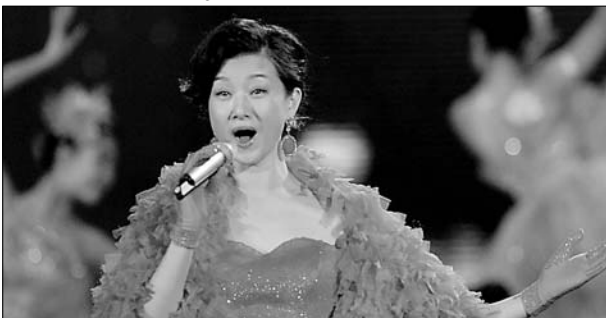
They started preparing the groundwork in September for the Canadian singer whose albums have sold more than 220 million copies around the world.

"Our time is very tight but luckily, she will be free during Spring Festival, and she is very interested in China," said Song Ke.

"We believe more international stars will come to China," he said.

To attract younger audiences, Evergrande Music also helped organize Spring Festival Gala Express, a talent show to select performers for the Gala.

"It's very interesting. Everybody complains about the gala, but they still watch it, and then they talk about how bad it was. We believe this year will be different," said Gao.



PROVIDED TO CHINA DAILY

Soprano Song Zuying will team up with Celine Dion to shine at the New Year gala.

## 2013 CCTV SPRING FESTIVAL GALA

1. Opening song "Usher In The Spring With Beautiful Melodies" (48 CCTV hosts and hostesses)
2. Song "Taste of China" (Phoenix Legend)
3. Song "Chinese Zodiac" (Lee-Hom Wang)
4. Comic skit "I Want To Be In Spring Festival Gala" (Various artistes)
5. Cross-cultural Instrumental performance (Yanni, USA, and Chang Jing)
6. Comic skit "Dance If You Like" (Cai Ming and Pan Changjiang)
7. Song "The Spring Blossom" (Na Ying)
8. Children show "Paper-cutting Flowers" (China Southern Dance School under the China Dancers Association)
9. Cross talk "Do Not Blame Me" (Cao Yunjin and Liu Yuntian)
10. Folk song "Jasmine" (Song Zuying and Celine Dion, Canada)
11. Song "My Heart Will Go On" (Celine Dion, Canada)
12. Comic skit "Big City Small Life" (Wang Ning, Chang Yuan and Ai Lun)
13. Song "Chang'er" (Li Yugang and three Chinese astronauts)
14. Song "Embrace Happiness" (Kelly Chen)
15. Folk song "Horse-Head Fiddle On A Deck" (Wang Hongwei)
16. Martial art "China Youth" (Zhao Wenzhuo and friends)
17. Comic skit "You've Got Trouble" (Sun Tao, Qin Hailu etc)
18. Acrobatics "Ice And Fire" (Zhao Li and Zhang Quan)
19. Song "Friends Forever" (Yang Kun and Zhang Liangying)
20. Comic skit "Happiness Of Today II" (Shen Teng, Ma Li etc)
21. Song "Happiness" (Mao A'Min)

22. Magic show (Lu Chen)
  23. Songs (Ping An, Xu Yina and Apusasa)
- These three artistes stood out from 36 talented performers in reality singing contests in the Chinese mainland, Taiwan and Hong Kong.*
24. Turkey dance "Fire" (Fire of Anatolia)
  25. Song "Wind Blowing In The Wheat Field" (Li Jian and Sun Li)
  26. Comic skit "Give Hand So That I Won't Be Lonely" (Feng Gong, Guo Donglin and Yan Xuejing)
  27. Song "The Sacred Land" (Sun Nan)
  28. Popular songs from 2012: "Di Da" (Kan Kan and Li Chen) and "You Exist In My Song" (Qu Wanting and Du Chun)
  29. Piano and ballet performance "On My Finger Tips And Toes" (Lang Lang and Hou Honglan)
  30. Cross talk (Guo Degang and Yu Qian)
  31. A segment of Peking Opera from "Take Over The Weihu Mountain" (Yu Kuzhi and a student from Confucius Institute)
  32. Song "Give Me Your Love" (Zhang Jie and Yoga Lin)
  33. Song "I Love You China" (Wang Feng)
  34. Song "Family" (Tan Jing)
  35. Song "Beautiful China" (Sha Baoliang and Xu Qianya)
  36. Song "The China Style" (Jiuyue Qiji)
  37. Cross talk "Wishes From All Over China" (A group of performers)
  38. Song "Shero" (S.H.E.)
  39. Song "Fire In The Winter" (Kenji Wu and Dream Chorus)
  40. Song "Unforgettable" (Li Guyi, Zhang Yingxi and students from Confucius Institute)