

The Trilingual Telephone Hotline System on Food Safety and Environmental Hygiene

The Food and Environmental Hygiene Department has strengthened the Departmental Telephone Hotline 2868 0000 on Food Safety and Environmental Hygiene. The new system can now offer three choices of languages including Cantonese, Putonghua and English. More information on food safety and environmental hygiene has also been added. Callers can listen to stories on food safety and environmental hygiene, and receive fax copies on the relevant topics. They can also talk to our operator or leave messages.



Enquiry Hotline 2868 0000



Press 1 Cantonese

Press 2 Putonghua

Press 3 English

Press 2 Education Information on Food Safety and Environmental Hygiene

Press 0 Monthly Selection

Press 1 Food Updates

Press 2 Environmental Hygiene

Press 3 Food Poisoning & other Gastro-intestinal Diseases

Press 4 Food Safety

Press 5 Mosquito Prevention

Press 6 Fax Main Menu

1 Hygiene Message

1 Drama

1 Drama

1 Drama

1 Drama

1 Advice for Household

2 Fax

2 Fax

2 Fax

2 Fax

2 Fax

2 Fax

Topic updated every month

- 1 Know more about food additives
- 2 Konjac jellies
- 3 Stevioside
- 4 Buy meat with care
- 5 Know more about food labels
- 6 Food nutrients
- 7 Nutrition labelling

- 1 Home hygiene
- 2 Building hygiene
- 3 Rodent prevention
- 4 Mosquito prevention
- 5 Air conditioning system
- 6 Public health regulations
- 7 Public health

- 1 Beware of Cholera
- 2 Prevention of *E coli* O157:H7
- 3 Know more about Hepatitis A
- 4 Poisonous vegetables
- 5 Seafood hygiene
- 6 Gastro-intestinal diseases prevention
- 7 Home cooking hygiene
- 8 Messages for students

- 1 Expiry date
- 2 First-in-First-out
- 3 Chill perishable foods promptly
- 4 Thaw & wash food materials properly
- 5 Cook & reheat food thoroughly
- 6 Separate utensils for ready-to-eat food & non-ready-to-eat food
- 7 Wash hands properly
- 8 Hazard Analysis Critical Control Point (HACCP) System
- 9 Know more about sushi & sashimi

- 1 English
- 2 Putonghua
- 3 Nepali
- 4 Thai
- 5 Sinhalese
- 6 Indonesian
- 7 Japanese
- 8 Pakistani
- 9 Pilipino

- 9 To Main Menu
- 8 To Operator
- * Leave Message
- 0 Exit



ENQUIRIES

Food and Environmental Hygiene Department Hotline : 2868 0000

Central / Western

10th Floor, Sheung Wan Complex,
345 Queen's Road Central, Hong Kong
Tel : 2545 0506

Wan Chai

7th Floor, Lockhart Road Complex,
225 Hennessy Road,
Wan Chai, Hong Kong
Tel : 2507 3364

Eastern

3rd Floor, Quarry Bay Municipal Services Building,
38 Quarry Bay Street, Hong Kong
Tel : 2563 4340

Southern

4th Floor, Aberdeen Municipal Services Building,
203 Aberdeen Main Road, Hong Kong
Tel : 2552 8406

Kwun Tong

Level 7, Shui Wo Street Municipal Services Building,
9 Shui Wo Street, Kwun Tong, Kowloon
Tel : 3102 7388

Wong Tai Sin

3rd Floor, Tai Shing Street Market Building,
121 Choi Hung Road, Wong Tai Sin, Kowloon
Tel : 2328 6531

Kowloon City

3rd & 4th Floors, To Kwa Wan Market & Government Offices,
165 Ma Tau Wai Road, Kowloon
Tel : 2711 2493

Yau Tsim

3rd & 4th Floors, Kwun Chung Municipal Services Building,
17 Bowring Street, Yau Ma Tei, Kowloon
Tel : 2302 1299

Mong Kok

6th & 7th Floors, Fa Yuen Street Municipal Services Building,
123A Fa Yuen Street, Mong Kok, Kowloon
Tel : 2395 2727

Sham Shui Po

8th-10th Floors, Un Chau Street Municipal Services Building,
59-63 Un Chau Street,
Sham Shui Po, Kowloon
Tel : 2748 6959

Islands

6th Floor, Harbour Building,
38 Pier Road, Central, Hong Kong
Tel : 2852 3215

Kwai Tsing

9th Floor, Kwai Hing Government Offices Building,
166-174 Hing Fong Road, Kwai Chung, N.T.
Tel : 2420 9204

Tsuen Wan

3rd Floor, Yeung Uk Road Municipal Services Building,
45 Yeung Uk Road, Tsuen Wan, N.T.
Tel : 2212 9701

Tuen Mun

1st & 3rd Floors, Tuen Mun Government Offices Building,
1 Tuen Hi Road, Tuen Mun, N.T.
Tel : 2146 8642

Yuen Long

2nd-5th Floors, Yuen Long Government Offices & Tai Kiu Market,
2 Kiu Lok Square, Yuen Long, N.T.
Tel : 2475 3433

North

4th Floor, Shek Wu Hui Municipal Services Building,
13 Chi Cheong Road, Sheung Shui, N.T.
Tel : 2679 2812

Tai Po

3rd Floor, Tai Po Complex,
8 Heung Sze Wui Street, Tai Po, N.T.
Tel : 3183 9119

Sai Kung

5th Floor, Sai Kung Government Offices Building,
34 Chan Man Street, Sai Kung, N.T.
Tel : 2163 9105

Sha Tin

12th Floor, Tower 1, Grand Central Plaza,
138 Sha Tin Rural Committee Road,
Sha Tin, N.T.
Tel : 2634 0136

Pest Control Advisory Section

2/F, Public Health Laboratory Centre,
382 Nam Cheong Street, Shek Kip Mei, Kowloon
Tel : 2319 8224

Communication Resource Unit

8/F, Fa Yuen Street Municipal Services Building,
123A Fa Yuen Street, Mongkok, Kowloon
Tel : 2381 6096