

Madam Chan Soo Sum

(1950)

Accession number: SF1506

Track Number: SF1506_0001, SF1506_0002, SF1506_0003, SF1506_0004, SF1506_0005,
SF1506_0006

Duration: 02:54:20

Language/Dialect: Cantonese

Track: SF1506_0001	Time frame: 00:00:00 - 00:10:00
<p>Synopsis:</p> <p>1950年生于槟城新街。父母的背景。曾于商务小学以及槟华女中就读。形容小时候的新街。新街125号的店铺结构。店铺内空间的使用。提及原本店铺楼上供员工住宿之用。小时住在卖菜街至2000年为止。店铺内的结构。</p>	
Track: SF1506_0001	Time frame: 00:10:00 - 00:20:15
<p>Synopsis:</p> <p>描述店铺内的空间使用。店铺租金的涨幅。店铺为何取名为“普安堂”。小时候店内的摆设。店铺摆设的改变。为何作出这些改变。1968年毕业以后开始在店铺内帮忙。解释为何父亲要求她在店内帮忙。为何帮忙以后决定往中医中药行业发展。提及刚踏入这门行业时，父亲严厉的告诫。</p>	
Track: SF1506_0001	Time frame: 00:20:15 - 00:31:03
<p>Synopsis:</p> <p>继续提及父亲的严厉告诫。父亲如何开始教导她。描述包装药材的纸张。提及父亲教导药材的加工方法。药材加工所需的工具。描述学习过程中曾想过要放弃，但是在母亲的鼓励下继续至完成。描述药丸的制作过程。跟随父亲学习期间所读过的医学书本。之后就读中医学院。父亲如何教导她把脉。跟随父亲学习期间的日常生活。</p>	
Track: SF1506_0002	Time frame: 00:00:00 - 00:10:27
<p>Synopsis:</p> <p>继续描述跟随父亲学习期间的日常生活。店铺内的空间使用。描述关店以后，父亲继续教导她。如何记牢百子柜内药材的摆放位置。店内的常客。描述以往店内有一个小窗口，顾客可以在营业时间结束以后通过小窗口与他们进行交易。提及顾客多患上的病症。</p>	

Track: SF1506_0002	Time frame: 00:10:27 - 00:20:02
<p>Synopsis:</p> <p>提及店内所提供的其他服务。店内自制的药材，所治疗的疾病以及购买的顾客群。略提1967年槟城大罢市时的情况。描述药材的包装。1972年开始就读中医学院。</p>	
Track: SF1506_0002	Time frame: 00:20:02 - 00:33:54
<p>Synopsis:</p> <p>为何决定就读中医学院。中医学院的课程内容。描述中医学院建筑的结构。教材工具的使用。到中医学院上课所使用的交通工具。上课的时间。描述学习针灸。提及报读厦门大学的函授班。描述在父亲店内帮忙如何帮助她学习。在中医学院所学习的其他课程内容。在中医学院学习与仅仅跟随父亲学习的不同之处。提及父亲曾是中医学院的老师。</p>	
Track: SF1506_0003	Time frame: 00:00:00 - 00:10:04
<p>Synopsis:</p> <p>店铺的建筑材料。住在店内的人数。提及爸爸和叔叔轮流住在店内。描述父亲掌店的时代，在店内工作的员工。什么季节较多病患求诊。描述在中医学院就读时的功课。中医学院同学的背景。与同学间的相处。描述与中医学院老师和同学上升旗山采草药。</p>	
Track: SF1506_0003	Time frame: 00:10:04 - 00:20:16
<p>Synopsis:</p> <p>继续描述与中医学院老师和同学上升旗山采草药。描述在学院内考试时的情况。描述毕业以后报读厦门大学的中医函授课程。报读的原因。描述函授课程的教学和考试方式。提及1976年毕业于槟城中医学院，1989年完成厦门大学的中医课程。提及在中医学院考获第二名。毕业以后，在店内所扮演的角色的改变。实习期间以及正式接手父亲生意时心境上的不同。如何调适紧张的心情。</p>	

Track: SF1506_0003	Time frame: 00:0:16 - 00:31:03
<p>Synopsis:</p> <p>描述在店内的工作。如何根据病患的需求配药。描述药丸、药散和药膏的制作过程。接手店铺时，店内的员工。店内的工作和人手分配。谈及完成中医课程以后，对自己比较有信心。经历叔叔和父亲去世以后，店内人手的改变。2013年起开始一人包办所有店务。描述曾经聘请一位兼职。提及顾客对她的体谅。父亲的劝告对如今店铺管理的帮助。</p>	
Track: SF1506_0004	Time frame: 00:00:00 - 00:10:01
<p>Synopsis:</p> <p>继续描述父亲的劝告如何成就她。描述如今的日常生活。提及店内也提供炖汤服务。一天内最忙碌的时间。休息日的活动。提及店内的常客。多数病患患上的疾病。解释诊病的过程。</p>	
Track: SF1506_0004	Time frame: 00:10:01 - 00:20:02
<p>Synopsis:</p> <p>描述与顾客的友好关系。详述医好了一位患有皮肤病的澳籍旅客，对方很感激她，与她保持联络至今。何种药材最畅销。描述药材的订购。提及药材价钱的涨幅惊人，举冬虫草为例子。</p>	
Track: SF1506_0004	Time frame: 00:20:02 - 00:31:03
<p>Synopsis:</p> <p>冬虫草的食用者以及疗效。为何坚持为一些药材加工后才卖出去。药材的包装。依然选择纸张包装药材的原因。描述自费印制的塑料袋。描述有顾客要求多给几个塑料袋。谈及一些已被禁的药材。这些药材被禁以后的取代方法。</p>	
Track: SF1506_0005	Time frame: 00:00:00 - 00:10:25
<p>Synopsis:</p> <p>选择不先包装好药物，而是现场抓药的原因。描述有新加坡顾客刻意带孩子来观看抓药的过程。描述一些顾客的刁难要求。详述售卖药物予一名孕妇，后遭诬赖说她强迫顾客买东西。</p>	

Track: SF1506_0005	Time frame: 00:10:25 - 00:20:00
<p>Synopsis:</p> <p>继续描述遭一名顾客诬赖说她强迫顾客买东西。详述一名顾客先打电话来叫她煮药，可是连番提醒后依然没有依约来喝药，直到两个月后该顾客上门来，受访者要求该名顾客付药费遭到拒绝。经过这件事情以后她所学会的应对方式。描述另一名同样吩咐她煮药但是没有来拿药的顾客，以及她的应对方式。谈及烟霾来袭时期会有较多病人来看病。</p>	
Track: SF1506_0005	Time frame: 00:20:00 - 00:31:03
<p>Synopsis:</p> <p>其他较多人来看病的季节。提及沙士疫潮爆发时卖至断市的药材。谈及收费。如今依然自制的药物。自制药油的包装。提及1990年代曾发生水灾。水灾后的预防措施。如何在充满竞争的行业里保住生意。</p>	
Track: SF1506_0006	Time frame: 00:00:00 - 00:10:03
<p>Synopsis:</p> <p>店内安奉的神明。神明的摆放位置。膜拜神明的次数和日子。提及祭品。与前中医学院同学的互动。父亲去世以后，接任槟城小贩商业公会的中医师顾问一职。中医师顾问的工作。从事这门行业所感到开心的事。对药材品质的坚持。</p>	
Track: SF1506_0006	Time frame: 00:10:03 - 00:16:14
<p>Synopsis:</p> <p>描述原本想当护士的志愿，以及什么考量使她后来决定当中医。从事这门行业最难忘的事。描述非常感谢父亲。认为店铺的位子适中的原因。接下来的打算。</p>	

Madam Chan Soo Sum

(1950)

Accession number: SF1506

Track Number: SF1506_0001, SF1506_0002, SF1506_0003, SF1506_0004, SF1506_0005,
SF1506_0006

Duration: 02:54:20

Language/Dialect: Cantonese

Track: SF1506_0001	Time frame: 00:00:00 - 00:10:00
<p>Synopsis:</p> <p>Born in Campbell Street in 1950. Studied at Shang Wu Primary School and Penang Chinese Girls' High School. Described the Campbell Street when she was a kid. Building structure of the shophouse at 125 Campbell Street. The use of space in the shop. Mentioned that the first floor of the shop was for employees' accommodation. Stayed in Market Street until 2000. Structure of the shop.</p>	
Track: SF1506_0001	Time frame: 00:10:00 - 00:20:15
<p>Synopsis:</p> <p>Mentioned the use of space in the shop. The shop rent increment. Why the shop was named as "Poh Aun Tong". Layout of the shop when she was young. Alteration to the layout of the shop. Why were these changes made. Began helping in the shop after graduated from school in 1968. Explained why her father requested her to help in the shop. Why she decided to develop a career in Chinese medicine after helping in the shop. Mentioned the strict advice from her father when she first entered the field.</p>	
Track: SF1506_0001	Time frame: 00:20:15 - 00:31:03
<p>Synopsis:</p> <p>Continued mentioning the strict advice from her father. How her father began to guide her. Described the paper used to wrap Chinese medicine. Mentioned that her father showed her how to process Chinese medicine. Tools needed for medicine processing. Mentioned that she was about to give up during the learning process, but did not because of the encouragement from her mother. Described the pill making process. Medicine books that she went through during her father's guiding period. Later she attended Chinese medicine courses at the Institute of Chinese Physicians. How her father taught her pulse diagnosis. Daily routine when she was under her father's guidance.</p>	

Track: SF1506_0002	Time frame: 00:00:00 - 00:10:27
<p>Synopsis:</p> <p>Continued with the daily routine when she was under her father's guidance. The use of space in the shop. Described continuing learning from her father after closing shop. How she memorized the placement of different medicines in the multi-drawer cabinet. The regular customers. Described the small window at shop in the past through which the customers could trade with them after the operating hours. Mentioned common diseases of the customers.</p>	
Track: SF1506_0002	Time frame: 00:10:27 - 00:20:02
<p>Synopsis:</p> <p>Mentioned other services provided by the shop. The self-made medicines, their functions and the customer groups. Mentioned the 1967 Hartal in Penang. Described the medicine packaging. Began studying at the Institute of Chinese Physicians in 1972.</p>	
Track: SF1506_0002	Time frame: 00:20:02 - 00:33:54
<p>Synopsis:</p> <p>Why she decided to study at the Institute of Chinese Physicians. Content of the Chinese medicine courses. Described the structure of the Institute of Chinese Physicians building. The use of teaching tools. Transportation used to go to the Institute. Class schedule. Described learning acupuncture. Mentioned following correspondence courses on Chinese medicine offered by Xiamen University, China. The difference between learning at the Institute and being guided by her father. Mentioned that her father was once a teacher at the Institute.</p>	
Track: SF1506_0003	Time frame: 00:00:00 - 00:10:04
<p>Synopsis:</p> <p>Building materials of the shop. Number of people staying in the shop. Mentioned her father and uncle took turn to stay in the shop. Described employees who worked under her father. The season when a great number of patients came for treatment. Described the homework given during her studies at the Institute. The background of the Institute's other students. Her relationship with her classmates. Described going to Penang Hill with her teacher and classmates to look for herbs.</p>	

Track: SF1506_0003	Time frame: 00:10:04 - 00:20:16
<p>Synopsis:</p> <p>Continued with the description of going to Penang Hill with her teacher and classmates to look for herbs. Described the examination in the Institute. Described following correspondence courses on Chinese medicine offered by Xiamen University after graduating from the Institute. The reason of following the courses. Described the teaching and examining methods of the correspondence courses. Mentioned graduating from the Institute in 1976 and finished the correspondence courses of Xiamen University in 1989. Mentioned getting the second highest score upon graduation from the Institute. The change in her role after graduation. Compared how she felt when she was having internship and when she officially took over her father's business. How she soothed her anxiety.</p>	
Track: SF1506_0003	Time frame: 00:0:16 - 00:31:03
<p>Synopsis:</p> <p>Described her work in the shop. How to give prescription according to the needs of the patients. Described the making of pill, powder and cream. Employees of the shop at the time of her take-over. The type of work and work allocation in the shop. Mentioned that she had more confidence upon completion of the Chinese medicine studies. The change in the number of employees in the shop after the passing of her uncle and father. Began doing all the work single-handedly since 2013. Mentioned that she used to have a part-time assistant. Mentioned her customers being considerate about her situation. Her father's previous advice to her which was helpful to the shop management today.</p>	
Track: SF1506_0004	Time frame: 00:00:00 - 00:10:01
<p>Synopsis:</p> <p>Continued with how her father's previous advice had made her who she was. Described her current daily routine. Mentioned that medicine cooking service was also available. The busiest time in a day. Activities during rest days. Mentioned her regular customers. Common diseases of her patients. Explained the process of medical treatment.</p>	
Track: SF1506_0004	Time frame: 00:10:01 - 00:20:02
<p>Synopsis:</p> <p>Described her good relationship with customers. Described in details being able to cure the skin disease of an Australian traveler and he was very thankful to her that they kept in touch with each other until today. The best-selling medicine. Described the purchasing of herbs. Mentioned the escalation of Chinese medicine prices, taking cordyceps sinensis as an example.</p>	

Track: SF1506_0004	Time frame: 00:20:02 - 00:31:03
<p>Synopsis:</p> <p>The consumers and usage of cordyceps sinensus. Why she insisted on processing some of the medicine before selling them off. The packaging of medicine. The reason of still using paper for medicine packaging. Described the custom-made plastic bags. Mentioned that once a customer requested for more plastic bags from her. Mentioned some banned medicines. Other medicines used as substitutions for the banned medicines.</p>	
Track: SF1506_0005	Time frame: 00:00:00 - 00:10:25
<p>Synopsis:</p> <p>Why she did not pre-pack medicine but insist on packing them on the spot. Described a Singaporean customer who brought over his kids to watch her preparing the medicine. Described difficult requests by some customers. Described in details an incident in which she sold medicine to a pregnant woman but was accused of forcing her to make the purchase.</p>	
Track: SF1506_0005	Time frame: 00:10:25 - 00:20:00
<p>Synopsis:</p> <p>Continued describing how she was accused of forcing a customer to make a purchase. Described in details about a customer who called to ask for a medicine boiling service, but did not turn up even after a few reminders made, and the payment request was turned down when the customer came to the shop two months later. How she learnt from this in dealing with a similar situation afterwards. Described another customer who also requested for medicine boiling service but did not turn up, and how she dealt with it. Mentioned there would be more patients when there was haze.</p>	
Track: SF1506_0005	Time frame: 00:20:00 - 00:31:03
<p>Synopsis:</p> <p>Other season when many would come and seek for treatment. Mentioned the medicines that were sold out during the outbreak of SARS. Mentioned the medical fees. Medicines that were still self-made until today. The packaging of self-made medicine. Mentioned a flood that happened in the 1990s. Precaution made after the flood. How she maintained her business in the competitive industry.</p>	
Track: SF1506_0006	Time frame: 00:00:00 - 00:10:03
<p>Synopsis:</p> <p>Deities worshipped in the shop. The placement of deities. Frequency and festivals for worshipping. Mentioned the offerings. Interaction with her ex-classmates from the Institute of Chinese Physicians. Took over her father's position as the Chinese physician advisor of Penang Hawkers' Association following her father's demise. Job scope as the Chinese physician advisor. Things that made her happy. Her insistence on the quality of the medicine.</p>	

Track: SF1506_0006	Time frame: 00:10:03 - 00:16:14
<p>Synopsis:</p> <p>Described her previous ambition to become a nurse and the factor that made her decide to become a Chinese physician. The most unforgettable things in her career. Mentioned being very thankful to her father. Why she considered the shop location was a strategic one. Her future plan.</p>	