



HONG KONG RETAIL MANAGEMENT ASSOCIATION

10/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong.

Tel: 2866 8311

Fax: 2866 8380

Website: www.hkrma.org

2011 SERVICE RETAILERS OF THE YEAR

La Colline
Swiss Riviera Beauty Treatment



ALESSI

Amway 安利

Aquascutum
LONDON

香港 周生生

Calvin Klein Jeans

CHINESE 中藝 ARTS & CRAFTS

Circle K

Columbia

愛視美眼鏡
EYE MATE

港燈
HK Electric

mannings plus

MEGAMAN

Pizza Hut
開心時常 Pizza Hut

STACCATO

2011 GREAT PROGRESS AWARD WINNERS

ALESSI

NU SKIN
The Skin Care Specialist

**九龍
泰行**
KOWLOON BATH CO.

2011 SERVICE & COURTESY AWARD WINNERS

G2000

7-Eleven

CATALO

CHEVIGNON

周生生
Chow Sang Sang

Circle K

ALDO

華潤堂 Ckcare

DFS

**九龍
泰行**

FURLA

GigaSports

香港汽車會
HONG KONG AUTOMOBILE ASSOCIATION

香港賽馬會
The Hong Kong Jockey Club

**香港
寬頻**

HSBC 滙豐

宜家家居

IPSA

le saunda

mannings

美心

NOKIA
Connecting People

OPTICAL 88

PCCW
電訊盈科

Pizza Hut
開心時常 Pizza Hut

STACCATO

SUN HING HONG
SUN HING COMPANY LIMITED

THE PLAZA

ThreeSixty

通利琴行
TOM LEE
Music

煤氣
Towngas

TSL 謝瑞麟

voila!

位元堂

惠康 wellcome

DATE:

7 November 2012

MEMORANDUM TO:

Members of the Hong Kong Retail Management Association and Fellow Retailers

SUBJECT:

**2012 SERVICE & COURTESY AWARD –
Winners Announcement
2012 傑出服務獎 結果公佈**

The Service & Courtesy Award was introduced in 1986 and has been one of the most actively supported events by members of the Hong Kong Retail Management Association and the trade. The award has been successfully promoting the awareness of service within the retail industry and is highly respected as the Oscars of the retail trade in Hong Kong. Launched for 27 years, the award has become a well-recognized annual activity that retail practitioners anticipate with keenness and excitement.

This year, the Association has received a total of 888 participants from 143 retail brands, including 617 participants in the Junior Frontline Level, 262 in the Supervisory Level and 10 in the SME Category.

A total of 41 winners were selected from 22 categories in the Junior Frontline Level and 19 categories in Supervisory Level. Another 3 top performing individuals from the SME Category are also awarded. Finally, 'The Best Team Performance Awards' were presented to the 3 top performing companies.

The Association is pleased to have invited Ms. Caroline Mak, Chairman of the Association, Mr. Henry Yip, Vice-Chairman of the Association, Ms. Susanna Lee, Vice President, General Manager, Global Merchant Service, East Asia, American Express International Inc., Hon. Vincent Fang, SBS, JP, Legislative Councilor (Wholesale & Retail Functional Constituency) as well as Mr. Paul Ma, Chairman of the Service & Courtesy Award Organizing Committee to present awards to the winners at the Winners Announcement Ceremony held on 7 November 2012 at Kowloon Bay International Trade and Exhibition Centre (KITEC). (Please refer to attached list for the name and company of each award recipient.)

The Association would like to thank for the dedication and support of all judges, member companies, fellow retailers, and those who have contributed to the success of the 2012 Service & Courtesy Award.

Special thanks are extended to American Express International, Inc. for sponsoring the Award this year and introducing its Award Recognition Scheme through which trophies and promotion decals are presented to winning companies.

The Association also thanks the support of the media sponsors of the Award this year:

Sponsor



American Express
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The Standard

Enquiry:

Tel: 2179 9409

Fax: 2866 8380

Email: snc@hkrma.org

HONG KONG RETAIL MANAGEMENT ASSOCIATION

香 港 零 售 管 理 協 會

Results of 2012 Service & Courtesy Award

2012 傑出服務獎得獎名單

Individual Award Winner 個人獎項得獎者

Category 組別	Junior Frontline Level 基層級別	Supervisory Level 主管級別
Beauty Products / Cosmetics Category 化粧品店組別	Ms. Zhang Hai Zhen 張海珍 Sa Sa International Holdings Ltd 莎莎國際控股有限公司	Ms. Ip Pui Ki, Kinki 葉佩琪 Shiseido Hong Kong Ltd - IPSA 資生堂香港有限公司 - IPSA
Convenience Stores Category 便利店組別	Mr. Tsang Ka Wai 曾家威 The Dairy Farm Company Ltd - 7-Eleven 牛奶有限公司 - 7-Eleven	Mr. Chow Kin Hang 周健恒 Circle K Convenience Stores (HK) Ltd OK 便利店有限公司
Department Stores Category 百貨公司組別	Ms. Wong Lok Yan 黃樂欣 Marks and Spencer (Asia Pacific) Ltd 馬莎有限公司	Ms. Leung Cheung Ling, Dorcas 梁長羚 DFS Group Ltd
Electronic & Electrical Appliances Category 電子及電器店組別	Mr. Koo Ka Ki, Jerry 顧嘉棋 A.S. Watson Group (HK) Ltd - Fortress 屈臣氏集團(香港)有限公司 - 豐澤	N.A.
Electronic & Electrical Appliances / Telecommunications Category 電子及電器店 / 電訊組別	N.A.	Mr. Leung Sze Ho 梁詩豪 A.S. Watson Group (HK) Ltd - Fortress 屈臣氏集團(香港)有限公司 - 豐澤
Fashion & Accessories Category 時裝飾物店組別	Mr. Chi On Lam, Jerry 池岸林 Esprit Retail (Hong Kong) Ltd.	Mr. Leung Kin Chun 梁健進 Giordano Ltd 佐丹奴有限公司
Fashion & Accessories – High Fashion Category 時裝飾物店 – 高級時裝組別	Ms. Wong Hoi Yi, Tana 黃凱宜 Richemont Asia Pacific Limited - Alfred Dunhill 歷峰亞太有限公司 - 登喜路	Ms. Au Wai Lan 歐惠蘭 Richemont Asia Pacific Limited - Alfred Dunhill 歷峰亞太有限公司 - 登喜路
Fashion & Accessories - Sports and Outdoor Products Category 時裝飾物店 - 運動及戶外用品組別	Ms. Pak Hau Ling, Pat 白巧玲 Swire Resources Ltd - Columbia 太古資源有限公司 - Columbia	Ms. Chiu Lok Kam, Chris 趙樂琴 Swire Resources Ltd - Columbia 太古資源有限公司 - Columbia

Category 組別	Junior Frontline Level 基層級別	Supervisory Level 主管級別
Fastfood Category 快餐店組別	Ms. Chan Sau Mi 陳秀美 Yoshinoya Fast Food (HK) Ltd 吉野家快餐(香港)有限公司	Mr. Yu Sai Kit 余世傑 Café de Coral Fast Food Ltd 大家樂快餐有限公司
Food Shops Category 食品店組別	Ms. Lee Shuk Wah, Angela 李淑華 Maxim's Caterers Ltd. - Arome Bakery 美心食品有限公司 - 東海堂	Ms. Tang Mei Ling, Toby 鄧美玲 Saint Honore Cake Shop Ltd 聖安娜餅屋有限公司
Footwear Category 鞋類組別	Ms. Fung Hoi Yan, Angel 馮凱欣 Crocs Hong Kong Ltd – crocs 卡駱馳有限公司 - 卡駱馳	Mr. O Wing Kan, Benny 柯榮根 Belle Worldwide Ltd - MIRABELL 百麗環球有限公司 - 美麗寶
Furniture & Home Accessories Category 傢俱及居室用品組別	Mr. Lo Ka Chun, Gary 羅家俊 Pricerite Stores Limited 實惠家居有限公司	Mr. Lam Man Cheong, Ricky 林文昌 Simmons Bedding & Furniture (HK) Ltd 蓆夢思床褥傢具(香港)有限公司
Health Care Products Category 健康產品組別	Ms. Chai Ming Sze 齊銘思 Wai Yuen Tong Medicine Company Ltd 位元堂藥廠有限公司	Ms. Lam Kin Ying 林建英 Wai Yuen Tong Medicine Company Ltd 位元堂藥廠有限公司
Personal Care Products Category 個人護理產品組別	Ms. Wong Wai Chi 黃慧芝 The Dairy Farm Company Ltd - Mannings 牛奶有限公司 - 萬寧	Ms. Chu Pui Yee, Paulina 朱佩儀 The Dairy Farm Company Ltd - Mannings 牛奶有限公司 - 萬寧
Restaurants Category 餐廳及酒樓組別	Mr. Kan Ho Ming, Thomas 簡浩明 Pizza Hut Hong Kong 香港必勝客	Mr. Chin Chi Yuen, Mathew 陳志遠 Pizza Hut Hong Kong 香港必勝客
Retail (Services) Category 零售(服務)組別	Ms. Yau Ka Yee 游嘉儀 The Hong Kong Jockey Club 香港賽馬會	Mr. Chow Ka Lun, Alan 周家麟 The Hong Kong Jockey Club 香港賽馬會
Retail (Services) – Financial Institutions Category 零售(服務) - 金融機構組別	Ms. Tsoi Nam Nam 蔡南楠 DBS Bank (Hong Kong) Ltd 星展銀行(香港)有限公司	N.A.
Retail (Services) – Property Management Category 零售(服務) – 商場管理組別	Ms. Lo Chui Chi, Candy 羅翠智 Sun Hung Kai Real Estate Agency Ltd - apm 新鴻基地產代理有限公司 - apm	N.A.

Category 組別	Junior Frontline Level 基層級別	Supervisory Level 主管級別
Specialty Stores - Leisure & Lifestyle Category 專門店 - 品味生活組別	Mr. Ho Chi Ho, Daniel 何志豪 A.S. Watson Group (HK) Ltd - Watson's Wine 屈臣氏集團(香港)有限公司 - 屈臣氏酒窖	Mr. Low Chak Tang 劉澤騰 A.S. Watson Group (HK) Ltd - Watson's Wine 屈臣氏集團(香港)有限公司 - 屈臣氏酒窖
Specialty Stores - Eyewear Category 專門店 - 眼鏡組別	Mr. To Ka Chun, Jeremy 杜嘉進 LensCrafters 亮視點	Mr. Yeung Keung 楊強 Optical 88 Ltd – Optical 88 眼鏡 88 有限公司 - 眼鏡 88
Supermarkets / Self-serviced Mega Store Category 超級市場 / 大型自助購物商店組別	Ms. Wong Ying Yu 黃映儒 The Dairy Farm Company Ltd - Market Place by Jasons 牛奶有限公司 - Market Place by Jasons	Mr. Lam Lok Wing 林樂泳 The Dairy Farm Company Ltd - Wellcome 牛奶有限公司 - 惠康
Telecommunications Category 電訊組別	Mr. Chan Ka Ho, Steven 陳嘉豪 CSL Limited - One2free 香港移動通訊有限公司 - One2free	N.A.
Watch & Jewellery Category 鐘錶及珠寶店組別	Mr. Wong Kin Kong, Picasso 黃建江 TSL Jewellery TSL 謝瑞麟	Mr. Liu Chi Shing, Alvin 廖志誠 TSL Jewellery TSL 謝瑞麟

SME Category 中小企組別得獎者

Gold Award 金獎	Silver Award 銀獎	Bronze Award 銅獎
Ms. Ng Wai Yee 吳慧怡 Sun Hing Hong Travel Agency Co Ltd 新興行旅行社有限公司	Ms. Lo Man Ying 羅敏瑩 Chun Hwa Travel Agency Ltd 俊華旅行社有限公司	Ms. Yau Chung Man, Pansy 丘頌雯 Thousand Leaves Pro-Skincare 千葉草專業護膚概念店

Company Award - The Best Team Performance Award 公司獎項 - 最佳服務團隊獎

Gold Award 金獎	Silver Award 銀獎	Bronze Award 銅獎
TSL Jewellery TSL 謝瑞麟 <ul style="list-style-type: none"> • Mr. Liu Chi Shing, Alvin 廖志誠 • Mr. Wong Kin Kong, Picasso 黃建江 • Mr. Tsui Wai Hau, Raylass 徐惠校 • Ms. Pu Tsz Ching, Abbie 蒲梓澄 	Café de Coral Fast Food Ltd 大家樂快餐有限公司 <ul style="list-style-type: none"> • Mr. Yu Sai Kit 余世傑 • Ms. Fu Xiao Hong 傅曉紅 • Ms. Yung Siu Yan 翁筱昕 • Ms. Li Choi Yan 李彩欣 	DFS Group Ltd <ul style="list-style-type: none"> • Ms. Leung Cheung Ling, Dorcas 梁長鈴 • Ms. Chan Sin Ping, Emma 陳善萍 • Ms. Lee Yuk Ming 李育名 • Ms. Leung Po Man, BoBo 梁寶雯