



**HONG KONG  
RETAIL MANAGEMENT  
ASSOCIATION**  
香港零售管理協會

Driving Retail  
Excellence 30載  
卓越零售 Years

**2013 EXCELLENCE AWARD**



DATE:

6 November 2013

**2013 SERVICE RETAILERS  
OF THE YEAR**



MEMORANDUM TO:

Members of the Hong Kong Retail Management Association and Fellow Retailers

SUBJECT:

**2013 SERVICE & COURTESY AWARD –Winners Announcement**  
**2013 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 28 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 822 participants from 129 retail brands, including 576 participants in the Junior Frontline Level, 239 in the Supervisory Level and 7 in the SME Category.

A total of 38 winners were selected from 21 categories in the Junior Frontline Level and 17 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. Bankee P. Kwan, Immediate Past Chairman & Advisor of the Association, Mr. Desmond Leung, Vice President & General Manager, Global Merchant Service, Greater China, American Express International Inc., and Ms. Linda SO Assistant Director – General (Industries Support), Trade and Industry Department, 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 5 November 2013 at Kowloon Bay International Trade and Exhibition Centre (KITEC). *(Please refer to attached list for the name and company of each award recipient.)*

**2013 GREAT PROGRESS  
AWARD WINNERS**



**2013 SERVICE & COURTESY AWARD WINNERS**



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 2013 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:

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# HONG KONG RETAIL MANAGEMENT ASSOCIATION

## 香港零售管理協會

### Results of 2013 Service & Courtesy Award

### 2013 傑出服務獎得獎名單

#### Individual Award Winner 個人獎項得獎者

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	Mr. Ko Wing On, Kevin 高穎安  Shiseido Hong Kong Ltd – SHISEIDO 資生堂香港有限公司- 資生堂	Ms. Chan Yuk Ki, Yuki 陳鈺琪  Sa Sa International Holdings Ltd - Sa Sa Cosmetic Co Ltd 莎莎國際控股有限公司 - 莎莎化妝品有限公司
Convenience Stores Category 便利店組別	Ms. Lam Tsz Yan 林芷茵  The Dairy Farm Company Ltd - 7-Eleven 牛奶有限公司 - 7-Eleven	Mr. Lo Kwong Fai 羅光輝  The Dairy Farm Company Ltd - 7-Eleven 牛奶有限公司 - 7-Eleven
Electronic & Electrical Appliances / Telecommunications Category 電子及電器店 / 電訊組別	Mr. Cheng Wai Tsung, Terence 鄭偉聰  Hong Kong Telecommunications (HKT) Ltd 香港電訊有限公司	Mr. Chan Wai Keung, Ken 陳偉強  CSL Limited - One2free 香港移動通訊有限公司 - One2free
Eyewear Category 眼鏡組別	Mr. Cheng Ki Him, Frank 鄭期謙  Optical 88 Ltd – eGG Optical Boutique 眼鏡88有限公司 - eGG Optical Boutique	Mr. Kwong Siu Pan, Bryan 鄺兆斌  Luxottica Retail HK Ltd - LensCrafters 亮視點
Fashion & Accessories Category 時裝飾物店組別	Ms. Li Man Yee, Florence 李雯意  G2000 (Apparel) Ltd - G2000 縱橫二千有限公司 - G2000	Mr. Shiu King Fai, Mika 蕭勁輝  Giordano Ltd - Concepts One 佐丹奴有限公司 - Concepts One
Fashion & Accessories – High Fashion Category 時裝飾物店 – 高級時裝組別	Ms. Chan Yuen Shan, Kenix 陳元珊  Agnès b. HK Limited - agnès b.	N.A.
Fastfood Category 快餐店組別	Ms. Ip Suet Ning 葉雪寧  Café de Coral Fast Food Ltd 大家樂快餐有限公司	Mr. So Ka Chung 蘇嘉冲  Café de Coral Fast Food Ltd 大家樂快餐有限公司
Food Shops Category 食品店組別	Ms. Law Wai Yan 羅偉欣  Maxim's Caterers Ltd. - Maxim's Cakes 美心食品有限公司 - 美心西餅	Ms. Wong Po Yim, Apple 黃寶艷  Saint Honore Cake Shop Ltd 聖安娜餅屋有限公司

組別	Junior Frontline Level 基層級別	Supervisory Level 主管級別
Footwear Category 鞋類組別	Ms. Lau Tak Man, Mandy 劉德敏 le saunda holdings ltd	Mr. Ng Tik Long, Dale 吳迪郎 Belle International Holdings Ltd - MIRABELL 百麗國際控股有限公司 - 美麗寶
Furniture & Home Accessories Category 傢俱及居室用品組別	Mr. Li Pak Ho, Eric 李柏豪 The Dairy Farm Company Ltd - IKEA 牛奶有限公司 - 宜家家居	Ms. Cheung Yee Yan, Vianna 張意欣 Pricerite Stores Limited 實惠家居有限公司
Health Care Products Category 健康產品組別	Ms. Pun Lai Shan 潘麗珊 Wai Yuen Tong Medicine Company Ltd 位元堂藥廠有限公司	Ms. Ng Mei Fong 伍美芳 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. Lau Wai Yin, Echo 劉慧妍 The Dairy Farm Company Ltd - Mannings 牛奶有限公司 - 萬寧	Ms. Wu Pui Yee, Pacy 胡佩儀 The Dairy Farm Company Ltd - Mannings 牛奶有限公司 - 萬寧
Professional Category 專業組別	Ms. Wong So Man, Sosanna 黃素雯 A.S. Watson Group - Watsons 屈臣氏集團 - 屈臣氏	N.A.
Restaurants Category 餐廳及酒樓組別	Ms. Shek Sze Wai, Vivian 石思慧 Pizza Hut Hong Kong Management Ltd - Pizza Hut Hong Kong 香港必勝客管理有限公司 - 必勝客	Mr. Wong Chi Keung 黃志強 The Spaghetti House Restaurants Ltd - The Spaghetti House 意粉屋有限公司 - 意粉屋
Retail (Services) Category 零售(服務)組別	Ms. Tiu Lok Man, Mandy 刁樂雯 The Hongkong Electric Co., Ltd 香港電燈有限公司	Ms. Chan Kwun Ching 陳冠滇 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	Mr. Ng Kin Wah, Jacky 吳健華 Chief Holdings (H.K.) Ltd 致富集團(香港)有限公司	N.A.
Retail (Services) – Property Management Category 零售(服務) – 商場管理組別	Ms. Keung Lai Chun, Betty 姜麗珍 The Link Management Ltd - Stanley Plaza 領匯管理有限公司 - 赤柱廣場	N.A.

組別	Junior Frontline Level 基層級別	Supervisory Level 主管級別
Specialty Stores - Leisure Category 專門店 - 優閒生活組別	Mr. Au Kam Shun, Macus 區鑑洵 Sidefame Limited – marimekko 西彥有限公司 - marimekko	Mr. Tse Hin Nan, Peter 謝顯能 A.S. Watson Group - Watson's Wine 屈臣氏集團 - 屈臣氏酒窖
Specialty Stores – Life Stores Category 專門店 – 生活百貨組別	Mr. Tse Kwan Chak, Steven 謝鈞澤 DFS Group Limited	Mr. Chan Pak Ho, Larry 陳柏灝 DFS Group Limited
Supermarkets / Self-serviced Mega Stores Category 超級市場 / 大型自助購物商店組別	Ms. Tang Lai Ming, Joey 鄧麗明 A.S. Watson Group (HK) Ltd - SU-PA-DE-PA 屈臣氏集團(香港)有限公司 - SU-PA-DE-PA	Mr. Leung Nok Ho, Steve 梁諾豪 Toys “R” Us (HK) Ltd - Toys “R” Us Toys “R” Us (HK) Ltd - 玩具 “反” 斗城
Watch & Jewellery Category 鐘錶及珠寶店組別	Mr. Leung Ho Yan, Jeff 梁浩恩 Success Light Investments Ltd - Prince Jewellery and Watch Company 勝光投資有限公司 - 太子珠寶鐘錶公司	Mr. Lo Hing Pui 盧慶倍 Chow Tai Fook Jewellery Co Ltd 周大福珠寶金行有限公司

#### SME Category 中小企組別得獎者

Gold Award 金獎	Silver Award 銀獎	Bronze Award 銅獎
Ms. Chiu Mee Yee 趙美儀 KINJI Company Ltd	Ms. Chan Yuk Ki, Yuki 陳玉祺 Organic Baby	Mr. Ho Ming Fung, Jam 何明鋒 Tai Yau storage Group Ltd - Apple Storage 大有倉集團有限公司 - 蘋果迷你倉

#### 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
DFS Group Ltd  • Mr. Chan Pak Ho, Larry 陳柏灝 • Mr. Cheng King Yin, Sunny 鄭敬賢 • Mr. Lau Ho Yin, Ryan 劉浩賢 • Mr. Tse Kwan Chak, Steven 謝鈞澤	Hong Kong Telecommunications (HKT) Ltd 香港電訊有限公司  • Ms. Lo Ching Chi, Catherine 羅靖之 • Mr. Cheng Wai Tsung, Terence 鄭璋聰 • Mr. Shum Wai Hung, Simon 沈偉洪 • Mr. Lau Kam Kei, John 劉鑫基	Success Light Investments Ltd - Prince Jewellery and Watch Company 勝光投資有限公司 - 太子珠寶鐘錶公司  • Mr. Wong Wing Kit, Cherrie 黃永傑 • Mr. Kwok Kwan Chun, Keith 郭君俊 • Mr. Hai Ka Shing, Cyrus 奚嘉誠 • Mr. Leung Ho Yan, Jeff 梁浩恩