



# HONG KONG RETAIL MANAGEMENT ASSOCIATION

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## 2013 EXCELLENCE AWARD

**La Colline**  
Swiss Riviera Beauty Treatment

## 2013 SERVICE RETAILERS OF THE YEAR - GRAND AWARD



## 2013 SERVICE RETAILERS OF THE YEAR



ANTEPRIMA  
WINEBAR



Calvin Klein Jeans

CHINESE ARTS & CRAFTS  
厚德·尊貴·傳承·至臻

Circle K

Columbia



La Colline  
Swiss Riviera Beauty Treatment

manning's

SHOE BOX



STACCATO



TSL | 謝瑞麟  
the artisan of love

## 2013 GREAT PROGRESS AWARD WINNERS



DATE:

5 November 2014

MEMORANDUM TO:

Members of the Hong Kong Retail Management Association and Fellow Retailers

SUBJECT:

**2014 SERVICE & COURTESY AWARD – Winners Announcement**  
**2014 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 29 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 720 participants from 128 retail brands, including 498 participants in the Junior Frontline Level, 209 in the Supervisory Level and 13 in the SME Category.

A total of 38 winners were selected from 22 categories in the Junior Frontline Level and 16 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.

A total of 35 participants with top 10% the highest rank from each category and level were awarded with "Outstanding Performance Award".

This year, 13 participants from below categories get full score at Mystery Shopper Assessment, and will be awarded as "Excellent Service Star".

The Association is pleased to have invited Ms. Caroline Mak, Chairman of the Association, Mr. Andrew Wong, Permanent Secretary for Commerce and Economic Development (Commerce, Industry and Tourism), and Mr. Desmond Leung, Vice President & General Manager, Global Merchant Service, Greater China, American Express International Inc., 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 2014 at Kowloon Bay International Trade and Exhibition Centre (KITEC). (Please refer to attached list for the name and company of each award recipient.)

## 2013 SERVICE & COURTESY AWARD WINNERS



agnès b.



concepts | one



G2000



HKT



le saunda

LENSCRAFTERS

manning's

marimekko

maxim's cakes

MIRABELL



Organic Baby



PRINCE 太子



SHI/EIDO

Stanley

SU-PA-DE-PA

香港賽馬會  
The Hong Kong Jockey Club



Toys R Us



watsons

Watson's Wine

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 2014 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

Sponsor	Chinese Newspaper Partner	Exclusive Recruitment Media Sponsor	Exclusive English Newspaper Partner	Exclusive Electronic Media Partner
				
American Express International Inc.	Hong Kong Economic Times	Recruit & Company Limited	The Standard	Roadshow Media Limited

## ENQUIRY

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# HONG KONG RETAIL MANAGEMENT ASSOCIATION

## 香港零售管理協會

### Results of 2014 Service & Courtesy Award

### 2014 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. Wong Hei Nga 黃希雅  SHISEIDO HONG KONG LIMITED - SHISEIDO 資生堂香港有限公司 - 資生堂	Ms. Tsang Hiu Lui 曾曉蕾  Sa Sa International Holdings Limited - Sa Sa Cosmetic Company Limited 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. Fung Wai Kum 馮惠琴  Circle K Convenience Stores (HK) Limited OK 便利店有限公司	Mr. Tse Chun Man 謝俊文  The Dairy Farm Company, Limited - 7-Eleven 牛奶有限公司 - 7-Eleven
Electronic & Electrical Appliances / Telecommunications Category 電訊、電子及電器店組別	Mr. Chan Wai Hoi William 陳威愷  HKT Limited - HKT 香港電訊有限公司	Mr. Lee Ka Hou Marco 李嘉豪  CSL Mobile Limited - 1010
Eyewear Category 眼鏡組別	Ms. Cheung Sze Wai Sandra 張詩慧  Lenscrafters 亮視點	
Fashion & Accessories Category 時裝飾物店組別	Ms. Ng Ka Man Carman 吳家敏  G2000(Apparel) Limited - G2000 縱橫二千有限公司 - G2000	Ms. Leung Po Chun 梁寶珍  Sidefame Limited - Anteprima 西彥有限公司 - Anteprima
Fashion & Accessories – High Fashion Category 時裝飾物店 – 高級時裝組別	Ms. Ng Wing Yee 吳穎儀  Sidefame Limited - Anteprima 西彥有限公司 - Anteprima	
Fastfood Category 快餐店組別	Ms. Chan Ka Wai Cathy 陳嘉慧  Pizza Hut Hong Kong Management Limited - PHD 香港必勝客管理有限公司 - 薄餅博士	Ms. So Ka Ki 蘇嘉琪  Hung's Food Group – YOSHINOYA Fast Food (Hong Kong) Ltd 洪氏飲食集團 – 吉野家快餐(香港)有限公司

Category 組別	Junior Frontline Level 基層級別	Supervisory Level 主管級別
Food Shops Category 食品店組別	Ms. Wong Chi Ha Crystal 黃志霞  The Nuance Group (HK) Limited – Taste & Delights	Mr. Cheng Yau Lun Alan 鄭祐麟  Coffee Concepts (Hong Kong) Limited - Starbucks HK
Footwear Category 鞋類組別	Mr. Cheng Hiu Lung Kazaf 鄭曉隆  ECCO Shoes HK Limited - ECCO 毅高皮鞋香港有限公司 - 毅高	Ms. Cheung Mei Yin Phoebe 張美燕  le saunda holdings limited - le saunda
Furniture & Home Accessories Category 傢俱及居室用品組別	Mr. Chan Wing Yin Ringo 陳永賢  Arredamenti Company Limited - Giormani Living Room Furniture Store 歐達傢俱有限公司 – 茲曼尼客廳傢俱專門店	Ms. Wong Hoi Ting 王凱婷  The Dairy Farm Company, Limited - IKEA 牛奶有限公司 - 宜家家居
Health Care Products Category 健康產品組別	Mr. Choi Hon Yan 蔡瀚仁  The Dairy Farm Company, Limited - GNC 牛奶有限公司 - GNC	Ms. Chik Yee Man 植綺雯  CR Care Company Limited - CR CARE 華潤堂有限公司 - 華潤堂
Infant & Child Merchandise Category 嬰兒及兒童商品組別	Ms. Chan Shuk In Zoe 陳淑妍  Fung KIDS (Hong Kong) Limited - Toonsland 利童(香港)有限公司 - Toonsland	
Personal Care Products Category 個人護理產品組別	Ms. Lee Sau Ling 李秀玲  The Dairy Farm Company, Limited - Mannings 牛奶有限公司 - 萬寧	Mr. Cheng Kam Shing 鄭金成  The Dairy Farm Company, Limited - Mannings 牛奶有限公司 - 萬寧
Professional Category 專業組別	Ms. So Pui Shan 蘇佩珊  Lenscrafters 亮視點	
Restaurants – Asian Cuisine Category 餐廳 – 亞洲菜系組別	Ms. Wun Yik Man 尹亦敏  Tai Hing Catering Group – Tai Hing Roast Restaurant 太興飲食集團 - 太興餐廳	Ms. Wo Lai Chu 鄔麗珠  Tai Hing Catering Group – Tai Hing Roast Restaurant 太興飲食集團 - 太興餐廳
Restaurants –Western Cuisine Category 餐廳 – 西式菜系組別	Ms. Ip Sze Ting Jennifer 葉詩婷  Pizza Hut Hong Kong Management Limited - Pizza Hut 香港必勝客管理有限公司 - 必勝客	Ms. Lee Tsz Ching Don 李祉澄  Pizza Hut Hong Kong Management Limited - Pizza Hut 香港必勝客管理有限公司 - 必勝客

<b>Category 組別</b>	<b>Junior Frontline Level 基層級別</b>	<b>Supervisory Level 主管級別</b>
Retail (Services) Category 零售(服務)組別	Ms. Ng Ka Ian 吳嘉欣  The Hong Kong Jockey Club 香港賽馬會	Mr. Yeh Chun Yeung Alan 葉俊楊  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. Chow Sze Ki Ivy 周詩琪  CHINA LIFE INSURANCE (OVERSEA) CO, LTD - CHINA LIFE 中國人壽保險(海外)股份有限公司 - 中國人壽	
Retail (Services) – Property Management Category 零售(服務) – 商場管理組別	Ms. Li Wai Yin 李蕙賢  Sun Hung Kai Real Estate Agency Limited - APM 新鴻基地產代理有限公司 - APM	
Specialty Stores 專門店組別	Ms. Kwok Sze Nga 郭詩雅  Marks and Spencer (Asia Pacific) Limited - M&S 馬莎有限公司	Ms. Lau Mei Ting 劉美廷  Marks and Spencer (Asia Pacific) Limited - M&S 馬莎有限公司
Supermarkets / Self-serviced Mega Stores Category 超級市場 / 大型自助購物商店組別	Ms. Choi Ka Lee 蔡嘉莉  CITY SUPER LIMITED - city'super	Ms. Tsang Suet Tung 曾雪彤  Toys"R"Us (Hong Kong) Limited - Toys"R"Us
Watch & Jewellery Category 鐘錶及珠寶店組別	Mr. Kwung Wai Kei 關偉基  Chow Tai Fook Jewellery Company, Limited - Chow Tai Fook 周大福珠寶金行有限公司 - 周大福	Ms. Wong Wing Yan 黃穎欣  Chow Tai Fook Jewellery Company, Limited - Chow Tai Fook 周大福珠寶金行有限公司 - 周大福

### **SME Category 中小企組別得獎者**

<b>Gold Award 金獎</b>	<b>Silver Award 銀獎</b>	<b>Bronze Award 銅獎</b>
Ms. Or Yik Man 柯奕汶  Sun Hing Hong Travel Agency Company Limited 新興行旅行社	Ms. Li Fung Yi 李鳳怡  Cozy Group Holdings Limited – Roi Du Monde 高斯集團控股有限公司 – Roi Du Monde	Mr. Chow Ho Kan 周浩勤  Apple Storage Group Limited – Apple Storage 蘋果迷你倉集團有限公司 – 蘋果迷你倉

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

<b>Gold Award 金獎</b>	<b>Silver Award 銀獎</b>	<b>Bronze Award 銅獎</b>
<p>The Hong Kong Jockey Club 香港賽馬會</p> <ul style="list-style-type: none"> <li>Ms. Ng Ka Ian 吳嘉欣</li> <li>Ms. Chong Pui Ka 莊珮嘉</li> <li>Mr. Yip Lin Chi 葉連枝</li> <li>Mr. Yeh Chun Yeung Alan 葉俊楊</li> </ul>	<p>Chow Tai Fook Jewellery Company, Limited - Chow Tai Fook 周大福珠寶金行有限公司 – 周大福</p> <ul style="list-style-type: none"> <li>Mr. Kwung Wai Kei 關偉基</li> <li>Ms. Chan Ling 陳玲</li> <li>Ms. Chan Wing Tung 陳詠彤</li> <li>Ms. Wong Wing Yan 黃穎欣</li> </ul>	<p>PVH Asia Limited – Calvin Klein Jeans</p> <ul style="list-style-type: none"> <li>Mr. Wong Hin Chun 黃顯駿</li> <li>Mr. Cheung Ka Chun 張嘉俊</li> <li>Mr. Tsui Kwok Man 徐國文</li> <li>Mr. Cheung Kai Chung 張啟聰</li> </ul>

## **Outstanding Performance Award Winner 優越表現獎得獎者**

### **\*Junior Frontline Level 基層級別**

<b>Category</b>		<b>Company Name (Eng)</b>	<b>Company Name (Chin)</b>	<b>Name(Eng)</b>	<b>Name (Chin)</b>
Beauty Products / Cosmetics	化粧品店組別	SHISEIDO HONG KONG LIMITED - SHISEIDO	資生堂香港有限公司 - 資生堂	Ms. Yung Sau Lai	容秀麗
Convenience Stores	便利店組別	The Dairy Farm Company, Limited - 7-Eleven	牛奶有限公司 - 7-Eleven	Ms. Chau Ching Yee	周靜儀
Electronic & Electrical Appliances / Telecommunications	電訊、電子及電器店組別	A.S.WATSON RETAIL (HK) LIMITED - FORTRESS	屈臣氏零售(香港)有限公司 - 豐澤	Mr. Wong Chi Hin	王志軒
Electronic & Electrical Appliances / Telecommunications	電訊、電子及電器店組別	A.S.WATSON RETAIL (HK) LIMITED - FORTRESS	屈臣氏零售(香港)有限公司 - 豐澤	Ms. Law Wing Shan	羅泳珊
Electronic & Electrical Appliances / Telecommunications	電訊、電子及電器店組別	HKT Limited - HKT	香港電訊有限公司	Mr. Lau Yue Kan Ken	劉宇勤
Fashion & Accessories	時裝飾物店組別	Warnaco Asia Limited - Calvin Klein Jeans	Warnaco Asia Limited - Calvin Klein Jeans	Mr. Cheung Ka Chun	張嘉俊
Fashion & Accessories	時裝飾物店組別	Warnaco Asia Limited - Calvin Klein Jeans	Warnaco Asia Limited - Calvin Klein Jeans	Mr. Wong Hin Chun	黃顯駿
Fashion & Accessories	時裝飾物店組別	Warnaco Asia Limited - Calvin Klein Underwear	Calvin Klein Underwear	Ms. Ng Yin Yung	伍熾蓉
Fashion & Accessories	時裝飾物店組別	Giordano Limited - Giordano	佐丹奴有限公司 - 佐丹奴	Ms. Ho Sam Yee	何心怡
Fashion & Accessories	時裝飾物店組別	Giordano Limited - Giordano	佐丹奴有限公司 - 佐丹奴	Mr. Li Ching Lok	李正樂

**\*Junior Frontline Level 基層級別**

Category		Company Name (Eng)	Company Name (Chin)	Name(Eng)	Name (Chin)
Fashion & Accessories	時裝飾物店組別	Initial Fashion Company Limited - Initial Fashion Company Limited	依迪索時裝有限公司 - 依迪索時裝	Ms. Chu Wing Lam	朱泳霖
Fastfood	快餐店組別	Pizza Hut Hong Kong Management Limited - PHD	香港必勝客管理有限公司 - 薄餅博士	Ms. Cheng Lok Man Natalie	鄭洛雯
Furniture & Home Accessories	傢俱及居室用品組別	Arredamenti Company Limited - Giormani Living Room Furniture Store	歐達傢俱有限公司 - 茲曼尼客廳傢俱專門店	Ms. Kwok Lai Hing Irene	郭麗興
Furniture & Home Accessories	傢俱及居室用品組別	The Dairy Farm Company, Limited - IKEA	牛奶有限公司 - 宜家家居	Ms. Chan Wing Kwan	陳穎君
Furniture & Home Accessories	傢俱及居室用品組別	The Dairy Farm Company, Limited - IKEA	牛奶有限公司 - 宜家家居	Mr. Tang Ho Yuen Nelson	鄧皓元
Health Care Products	健康產品組別	Catalo Natural Health Foods Limited - CATALO	美國家得路	Ms. Lam Siu Ying	林少英
Health Care Products	健康產品組別	Wai Yuen Tong Medicine Company Ltd	位元堂藥廠有限公司	Ms. Sae-Lee Bunma	李澤華
Personal Care Products	個人護理產品組別	The Dairy Farm Company, Limited - Mannings	牛奶有限公司 - 萬寧	Ms. Liu Yan Ping	劉艷萍
Personal Care Products	個人護理產品組別	The Dairy Farm Company, Limited - Mannings Plus	牛奶有限公司 - Mannings Plus	Ms. Chu Wai Yee Winnie	朱惠儀
Restaurants - Asian Cuisine	餐廳- 亞洲菜系組別	King Power Group (Hong Kong) - Moon Thai Restaurant	皇權集團 (香港) - Moon Thai Restaurant	Ms. Tsang Lai Sheung Aubrey	曾麗嫦
Restaurants - Asian Cuisine	餐廳- 亞洲菜系組別	Tai Hing Catering Group - Tai Hing Roast Restaurant	太興飲食集團 - 太興餐廳	Ms. Xu Jun Wen	許君文
Retail (Services)	零售(服務)組別	The Hongkong Electric Co. Ltd	香港電燈有限公司	Ms. Ho Suet Yi Mandy	何雪怡
Retail (Services) - Property Management	零售(服務)-商場管理組別	THE LINK MANAGEMENT LIMITED - Cheung Hang Shopping Centre	領匯管理有限公司 - 長亨商場	Mr. Tsang Kwok Wai	曾國偉

**\*Junior Frontline Level 基層級別**

Category		Company Name (Eng)	Company Name (Chin)	Name(Eng)	Name (Chin)
Specialty Stores	專門店組別	Marks and Spencer (Asia Pacific) Limited - M&S	馬莎有限公司	Ms. Wan Chi Choi	溫志彩
Supermarkets / Self Serviced Mega Stores	超級市場/ 大型自助購物商店組別	The Dairy Farm Company, Limited - Wellcome	牛奶有限公司 - 惠康	Ms. Koon Siu Man	官小曼
Watch & Jewellery	鐘錶及珠寶店組別	Chow Tai Fook Jewellery Company, Limited - Chow Tai Fook	周大福珠寶金行有限公司 - 周大福	Ms. Chan Wing Tung	陳詠彤
Watch & Jewellery	鐘錶及珠寶店組別	Chow Tai Fook Jewellery Company, Limited - Chow Tai Fook	周大福珠寶金行有限公司 - 周大福	Ms. Chan Ling	陳玲
Watch & Jewellery	鐘錶及珠寶店組別	City Chain Company Limited (Stelux Group) - CITY CHAIN PRIMO	時間廊鐘錶有限公司 (寶光集團) - CITY CHAIN PRIMO	Ms. Yeung Kit Yee Candy	楊潔儀
Watch & Jewellery	鐘錶及珠寶店組別	TSL Jewellery(HK) Co Limited - TSL Jewellery	謝瑞麟珠寶(香港)有限公司 - TSL 謝瑞麟	Mr. Lau Chi San	劉智新

**\*Supervisory Level 主管級別**

Category		Company Name (Eng)	Company Name (Chin)	Name(Eng)	Name (Chin)
Fashion & Accessories	時裝飾物店組別	Giordano Limited - Giordano	佐丹奴有限公司 - 佐丹奴	Mr. Yeung Wing Fung	楊永楓
Food Shops	食品店組別	Maxim's Caterers Limited - AROME BAKERY	美心食品有限公司 - 東海堂	Ms. Yuen Wing Yee	阮穎儀
Restaurants - Asian Cuisine	餐廳- 亞洲菜系組別	Tai Hing Catering Group - Tai Hing Roast Restaurant	太興飲食集團 - 太興餐廳	Mr. Chan Tsz Kin	陳子健
Supermarkets / Self Serviced Mega Stores	超級市場/ 大型自助購物商店組別	PARKnSHOP (HK) Limited - GREAT	百佳超級市場(香港)有限公司 - GREAT	Ms. Ford Yin Fei Helen	霍燕飛
Supermarkets / Self Serviced Mega Stores	超級市場/ 大型自助購物商店組別	The Dairy Farm Company, Limited - Oliver's The Delicatessen	牛奶有限公司 - Oliver's The Delicatessen	Ms. Tsui Hiu Wai	徐曉慧
Watch & Jewellery	鐘錶及珠寶店組別	TSL Jewellery(HK) Co Limited - TSL Jewellery	謝瑞麟珠寶(香港)有限公司 - TSL 謝瑞麟	Ms. Leung Man Yu	梁敏瑜



## **Excellent Service Star**    **優質服務之星**

<b>Company Name (Eng)</b>	<b>Company Name (Chin)</b>	<b>Name(Eng)</b>	<b>Name (Chin)</b>
The Dairy Farm Company, Limited - 7-Eleven	牛奶有限公司 - 7-Eleven	Mr.     Li Tim Cheuk	李添爵
Sidefame Limited - Antepima	西彥有限公司 - Antepima	Ms.     Ng Wing Yee	吳穎儀
Cafe De Coral Fast Food Limited - CAFE DE CORAL	大家樂快餐有限公司 - 大家樂	Ms.     Chen Fang	陳芳
The Dairy Farm Company, Limited - Mannings	牛奶有限公司 - 萬寧	Ms.     Liu Yan Ping	劉艷萍
Pizza Hut Hong Kong Management Limited - Pizza Hut	香港必勝客管理有限公司 - 必勝客	Ms.     Ip Sze Ting Jennifer	葉詩婷
The Hong Kong Jockey Club	香港賽馬會	Ms.     Ng Ka Ian	吳嘉欣
The Hongkong Electric Co. Ltd	香港電燈有限公司	Ms.     Ho Suet Yi Mandy	何雪怡
DBS Bank (Hong Kong) Limited	星展銀行(香港)有限公司	Ms.     Hung Pui Shan Lisa	孔佩珊
City Chain Company Limited (Stelux Group) - CITY CHAIN PRIMO	時間廊鐘錶有限公司(寶光集團) - CITY CHAIN PRIMO	Ms.     Yeung Kit Yee Candy	楊潔儀
TSL Jewellery(HK) Co Limited - TSL Jewellery	謝瑞麟珠寶（香港）有限公司 - TSL 謝瑞麟	Ms.     Chan Ching Yee	陳青儀
Warnaco Asia Limited - Calvin Klein Jeans	Warnaco Asia Limited - Calvin Klein Jeans	Mr.     Cheung Kai Chung	張啟聰
Chow Tai Fook Jewellery Company, Limited - Chow Tai Fook	周大福珠寶金行有限公司 - 周大福	Mr.     Leung Chun Fai	梁振輝
Sun Hing Hong Travel Agency Company Limited	新興行旅行社	Ms.     Or Yik Man	柯奕汶