



HONG KONG RETAIL MANAGEMENT ASSOCIATION

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2014 SERVICE RETAILERS

OF THE YEAR - GRAND AWARD

LALIQUE

CATEGORY AWARD



ANTEPRIMA
WIREBAG

BELLE



Calvin Klein Jeans

CHINESE ARTS & CRAFTS
厚德·尊貴·傳承·至臻

OK便利店

Columbia



富源棧



La Colline
Swiss Riviera Beauty Treatment

LADURÉE
Paris

LALIQUE

mannings Baby

mannings Plus

Pizza Hut
滋味更多 Pizza & More



SOLVIL TITUS

GREAT PROGRESS AWARD

0/3 baby
AGATHA
PARIS

DATE:

18 Jun 2015

MEMORANDUM TO:

Members of the Hong Kong Retail Management Association and Fellow Retailers

SUBJECT:

2015 Service & Courtesy Award – Participation List

2015 傑出服務獎 – 參賽公司名單

The Association is pleased to inform that we have received a total of 623 participants from 116 brands for 2015 Service & Courtesy Award. The participating companies have been grouped into 22 categories for the Junior Frontline Level, 14 categories for the Supervisory Level, as well as a the new category “Earn & Learn Student” Category for the student workers of Earn & Learn Pilot Scheme for Retail Industry.

Junior Frontline Level (426 nominees from 102 brands):

1. Bakery Shops Category 麵包西餅店組別

- City Super Limited - Danish Bar
- City Super Limited - Little Mermaid
- HUNG'S FOOD GROUP - MARIA'S BAKERY COMPANY LIMITED
- Kee Wah Bakery Limited - Kee Wah Bakery
- MAXIM'S CATERERS LIMITED - AROME BAKERY
- MAXIM'S CATERERS LIMITED - MAXIM'S CAKES
- MAXIM'S CATERERS LIMITED - URBAN BAKERY WORKS
- Saint Honore Cake Shop Limited

2. Beauty Products / Cosmetics Category 化粧品店組別

- Sa Sa Cosmetics Company Limited
- Shiseido Hong Kong Ltd - Shiseido

3. Convenience Stores Category 便利店組別

- Circle K Convenience Stores (HK) Ltd
- The Dairy Farm Company, Limited 牛奶有限公司-7-Eleven

4. Department Stores Category 百貨公司組別

- AEON Stores (Hong Kong) Co., Limited - AEON Stores
- The Wing On Department Stores (Hong Kong) Limited

2014 SERVICE & COURTESY AWARD WINNERS



香港賽馬會
The Hong Kong Jockey Club



GIORGIANI

中国人寿 | 海外 |
CHINA LIFE

周大福
CHOW TAI FOOK

OK便利店

city'super



ecco



G2000

HKT

吉野家
YOSHINOYA
牛肉飯專門店

le saunda

LENSCRAFTERS

MARKS & SPENCER
LONDON

PHD

Pizza Hut
滋味更多 Pizza & More

Calvin Klein Jeans

Sasa
making life beautiful

SHISEIDO

ANTEPRIMA

太古洋行有限公司
TAI KEE COMPANY LIMITED

apm



GNC
LIVE WELL

IKEA
宜家家居

manmings

TASTE & DELIGHTS

ToysRUs

5. **Electronic & Electrical Appliances Category 電子及電器組別**
 - A.S.WATSON RETAIL (HK) LIMITED-FORTRESS
 - E.P.S.A. Corporation Ltd. - ecHome
 - The Nuance Group (HK) Ltd -Sound & Vision
6. **Fashion & Accessories Category 時裝飾物店組別**
 - Cozy Group Holdings Limited - Roi Du Monde
 - G2000(Apparel) Limited-G2000
 - Giordano Limited-Giordano
 - Giordano Limited-Giordano Ladies
 - NIKE HONG KONG LIMITED
 - PVH Asia LTD - Calvin Klein Jeans
7. **Fashion & Accessories - High Fashion Category 時裝飾物店 - 高級時裝店組別**
 - Sidefame Limited - 45R
 - Sidefame Limited - Antepima
 - The Nuance Group (HK) Ltd. - Bally
 - The Nuance Group (HK) Ltd. - Longchamp
8. **Fastfood Category 快餐店組別**
 - Cafe De Coral Group - Cafe De Coral
 - Cafe De Coral Group - Super Super Congee & Noodles
 - Pizza Hut Hong Kong Management Limited-PHD
 - Hung's Food Group- YOSHINOYA Fast Food (Hong Kong) Ltd
9. **Food Shops Category 食品店組別**
 - AEON Stores (Hong Kong) Co., Limited - Bento Express by AEON
 - Godiva Chocolatier (Asia) Ltd.
 - Coffee Concepts (Hong Kong) LTD. - Starbucks HK
 - The Nuance Group (HK) Ltd - Taste & Delights
10. **Footwear Category 鞋類組別**
 - Crocs Hong Kong Limited - Crocs
 - ECCO Shoes HK Limited-ECCO
 - le saunda holdings ltd - Linea Rosa
 - le saunda holdings ltd - le saunda
11. **Furniture & Home Accessories Category 傢俱及居室用品組別**
 - Arredamenti Company Limited-Giormani Living Room Furniture Store
 - B.S.C. COLOURLIVING LIMITED - colourliving
 - B.S.C. COLOURLIVING LIMITED - RocaConcepts
 - Indigo Living Limited - Indigo Living
 - Pricerite Stores Limited
 - The Dairy Farm Company, Limited 牛奶有限公司-IKEA
 - Sinomax Health & Household Products Limited - SINOMAX
 - Ulferts of Sweden (Far East) Ltd. - Ulferts

12. Infant & Child Merchandise Category 嬰兒及兒童商品組別

- FUNG KIDS (HONG KONG) LIMITED - ELLE kids
- FUNG KIDS (HONG KONG) LIMITED - STRIDE RITE
- FUNG KIDS (HONG KONG) LIMITED - TOONSLAND
- Giordano Limited - Giordano Junior
- The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Baby
- TOYS"R"US (HONG KONG) LIMITED - TOYS"R"US

13. Personal Health Care Products Category 個人護理及健康產品組別

- CATALO
- CR Care Company Limited-CR CARE
- The Dairy Farm Company, Limited 牛奶有限公司-GNC
- The Dairy Farm Company, Limited 牛奶有限公司- Mannings
- The Dairy Farm Company, Limited 牛奶有限公司- Mannings Plus
- Wai Yuen Tong Medicine Company Ltd

14. Restaurants Category 餐廳及酒樓組別

- Choi Fook Wedding Banquet Group - Choi Fook
- Tajimaya (HK) Co. Ltd. - Gyujin
- Pizza Hut Hong Kong Management Limited - Pizza Hut

15. Retail (Services) Category 零售(服務)組別

- The Hong Kong Jockey Club
- UA Cinema Circuit Limited - UA Cinema

16. Retail (Services) - Property Management Category 零售(服務) - 商場管理組別

- Discovery Park Commercial Services Ltd - Discovery Park Shopping Centre
- Henderson Real Estate Agency Limited - Miramar Shopping Centre & Tower
- K11 Concepts Limited
- MIRAMAR HOTEL AND PROPERTY MANAGEMENT CO LTD - MIRA MALL
- Sun Hung Kai Real Estate Agency Limited - Metroplaza
- Sun Hung Kai Real Estate Agency Limited - MOKO
- Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
- Sun Hung Kai Real Estate Agency Limited - Tai Po Mega Mall
- The Link Management Limited - Choi Yuen Plaza
- The Link Management Limited - H.A.N.D.S
- The Link Management Limited - Tin Shui Shopping Centre
- The Link Management Limited - Tsz Wan Shan Shopping Centre

17. Retail (Services) – Public Utilities Category 零售(服務) - 公用事業組別

- CLP Power Hong Kong Limited - Customer Service Centers
- The Hongkong Electric Co., Ltd.
- The Hong Kong and China Gas Company Limited - Towngas
- The Hong Kong and China Gas Company Limited - TOWNGAS COOKING CENTRE

18. **Specialty Stores - Lifestyle Category 專門店-生活品味組別**
- A.S.WATSON RETAIL (HK) LIMITED-Watson's Wine
 - CITY SUPER LIMITED-LOG-ON
 - LensCrafters
 - NGONG PING 360 LIMITED - NGONG PING 360
19. **Specialty Stores - Underwear & Nightwear Category 專門店- 內衣及家居服組別**
- PVH Asia LTD - Calvin Klein Underwear
 - EMBRY (H.K.) LIMITED - EMBRY FORM
20. **Supermarket / Self-serviced Mega Store Category 超級市場 / 大型自助購物商店組別**
- AEON Stores (Hong Kong) Co., Limited - AEON SUPERMARKET
 - AEON Stores (Hong Kong) Co., Limited - Living PLAZA by AEON
 - City Super Limited - city'super
 - PARKnSHOP (HK) LIMITED - FUSION
 - PARKnSHOP (HK) LIMITED - GREAT
 - PARKnSHOP (HK) LIMITED - PARKnSHOP
 - PARKnSHOP (HK) LIMITED - SU-PA-DE-PA
 - PARKnSHOP (HK) LIMITED - TASTE
 - The Dairy Farm Company, Limited 牛奶有限公司 - Jasons · Food & Living
 - The Dairy Farm Company, Limited 牛奶有限公司 - Wellcome
 - The Link Management Limited - Lok Fu Market
21. **Telecommunications Category 電訊組別**
- CSL Mobile Limited - 1010
 - CSL Mobile Limited - csl.
 - HKT Limited – HKT
22. **Watch & Jewellery Category 鐘錶及珠寶店組別**
- Chow Tai Fook Jewellery Co., Ltd-Chow Tai Fook
 - Prince Jewellery And Watch Company Limited-Prince Jewellery And Watch
 - TSL Jewellery(HK) Co Limited-TSL Jewellery

Supervisory Level (192 nominees from 82 brands):

1. Bakery Shops Category 麵包西餅店組別

- HUNG'S FOOD GROUP - MARIA'S BAKERY COMPANY LIMITED
- Kee Wah Bakery Limited - Kee Wah Bakery
- MAXIM'S CATERERS LIMITED - AROME BAKERY
- Saint Honore Cake Shop Limited

2. Convenience Stores Category 便利店組別

- Circle K Convenience Stores (HK) Ltd
- The Dairy Farm Company, Limited 牛奶有限公司-7-Eleven

3. Electronic & Electrical Appliances Category 電子及電器組別

- A.S.WATSON RETAIL (HK) LIMITED-FORTRESS
- E.P.S.A. Corporation Ltd. - ecHome
- The Nuance Group (HK) Ltd -Sound & Vision

4. Fashion & Accessories Category 時裝飾物店組別

- Cozy Group Holdings Limited - Roi Du Monde
- Crocs Hong Kong Limited - Crocs
- EMBRY (H.K.) LIMITED - Embry Form
- FUNG KIDS (HONG KONG) LIMITED - ELLE kids
- G2000(Apparel) Limited-G2000
- Giordano Limited-Giordano
- le saunda holdings ltd - le saunda
- le saunda holdings ltd - Linea Rosa
- PVH Asia LTD - Calvin Klein Jeans
- PVH Asia LTD - Calvin Klein Underwear
- Sidefame Limited - 45R

5. Fastfood Category 快餐店組別

- Cafe De Coral Group - Cafe De Coral
- Cafe De Coral Group - Super Super Congee & Noodles
- Hung's Food Group- YOSHINOYA Fast Food (Hong Kong) Ltd
- Pizza Hut Hong Kong Management Limited-PHD

6. Food Shops Category 食品店組別

- AEON Stores (Hong Kong) Co., Limited - Bento Express by AEON
- Godiva Chocolatier (Asia) Ltd.
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- The Nuance Group (HK) Ltd - Taste & Delights

7. Furniture & Home Accessories Category 傢俱及居室用品組別

- Arredamenti Company Limited-Giormani Living Room Furniture Store
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- B.S.C. COLOURLIVING LIMITED - RocaConcepts
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- Pricerite Stores Limited
- The Dairy Farm Company, Limited 牛奶有限公司-IKEA
- Sinomax Health & Household Products Limited - SINOMAX
- Ulferts of Sweden (Far East) Ltd. – Ulferts

8. Personal Health Care Products Category 個人護理及健康產品組別

- CR Care Company Limited-CR CARE
- OTO Bodycare (H.K.) Limited-OTO
- The Dairy Farm Company, Limited 牛奶有限公司-GNC
- The Dairy Farm Company, Limited 牛奶有限公司- Mannings
- The Dairy Farm Company, Limited 牛奶有限公司- Mannings Baby
- The Dairy Farm Company, Limited 牛奶有限公司- Mannings Plus

9. Restaurants Category 餐廳及酒樓組別

- Cafe De Coral Group – ME.N.U 360
- Cafe De Coral Group - Cafe 360
- Cafe De Coral Group - Pizza Stage
- Cafe De Coral Group - The Spaghetti House
- Choi Fook Wedding Banquet Group - Choi Fook
- MAXIM'S CATERERS LIMITED - URBAN CAFE COMMUNE
- Pizza Hut Hong Kong Management Limited - Pizza Hut
- Tajimaya (HK) Co. Ltd. – Gyujin
- Tajimaya (HK) Co. Ltd. - Honjin
- Tao Heung Group Limited - Chung's Cuisine

10. Retail (Services) Category 零售(服務)組別

- Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
- Sun Hung Kai Real Estate Agency Limited - wtc more
- The Hong Kong Jockey Club
- UA Cinema Circuit Limited - UA Cinema

11. Specialty Stores - Lifestyle Category 專門店-生活品味組別

- AEON Stores (Hong Kong) Co., Limited - AEON Stores
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- LensCrafters
- NGONG PING 360 LIMITED - NGONG PING 360
- Sa Sa Cosmetics Company Limited
- Shiseido Hong Kong Ltd - Shiseido
- The Wing On Department Stores (Hong Kong) Limited

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- AEON Stores (Hong Kong) Co., Limited - Living PLAZA by AEON
- PARKnSHOP (HK) LIMITED - FUSION
- PARKnSHOP (HK) LIMITED - GREAT
- PARKnSHOP (HK) LIMITED - INTERNATIONAL
- PARKnSHOP (HK) LIMITED - PARKnSHOP
- PARKnSHOP (HK) LIMITED - TASTE
- The Dairy Farm Company, Limited 牛奶有限公司- Market Place by Jasons
- The Dairy Farm Company, Limited 牛奶有限公司- Oliver's The Delicatessen
- The Dairy Farm Company, Limited 牛奶有限公司- Wellcome
- The Link Management Limited - Lok Fu Market
- TOYS”R”US (HONG KONG) LIMITED” – BABIES”R”US
- TOYS”R”US (HONG KONG) LIMITED” – TOYS”R”US

13. Telecommunications Category 電訊組別

- CSL Mobile Limited - 1010
- CSL Mobile Limited - csl.
- HKT Limited – HKT

14. Watch & Jewellery Category 鐘錶及珠寶店組別

- Chow Tai Fook Jewellery Co., Ltd-Chow Tai Fook
- Prince Jewellery And Watch Company Limited-Prince Jewellery And Watch
- TSL Jewellery(HK) Co Limited-TSL Jewellery

Earn & Learn Student Category / Earn & Learn 學生組別 (6 nominees from 4 brands)

- Circle K Convenience Stores (HK) Ltd
- The Dairy Farm Company, Limited 牛奶有限公司 - Mannings
- The Dairy Farm Company, Limited 牛奶有限公司 - Wellcome
- Sa Sa Cosmetic Company Limited

IMPORTANT NOTES

Mystery Shoppers Assessment

Participants are required to wear the Service and Courtesy Award badges. If the mystery shopper cannot locate the participant during the visit, the maximum waiting time will be 10 minutes. The mystery shopper will assess all other staff within the store for that particular visit without any notice.

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The Standard

ENQUIRY

Please download the Award Brochure and application forms at <http://snc.hkrma.org>

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Fax: 2866 8380

Email: snc@hkrma.org