



# HONG KONG RETAIL MANAGEMENT ASSOCIATION

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## 2014 SERVICE RETAILERS OF THE YEAR - GRAND AWARD

LALIQUE

## CATEGORY AWARD



ANTEPRIMA  
WIRER BAG

BELLE



Calvin Klein Jeans

CHINESE ARTS & CRAFTS  
厚德·尊貴·傳承·至臻

OK便利店

Columbia



官燕棧

Jasons

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

AGATHA  
PARIS

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

DATE: 28 October 2015

MEMORANDUM TO: Members of the Hong Kong Retail Management Association and Fellow Retailers

SUBJECT: 2015 SERVICE & COURTESY AWARD – Winners Announcement  
2015 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. Launched for 30 years, the award is highly respected as the Oscars of the retail trade in Hong Kong. The Award has been successful, over the years, in promoting the awareness of service within the retail industry. It has become a well-recognized annual activity that retail practitioners anticipate with keenness and excitement.

This year, the Association has received a total of 623 participants from 116 retail brands, including 425 participants in the Junior Frontline Level, 192 in the Supervisory Level and 6 in the Earn & Learn Student Category.

A total of 36 winners were selected from 22 categories in the Junior Frontline Level and 14 categories in Supervisory Level. Another 3 top performing individuals from the newly introduced category, Earn & Learn Student Category, were also awarded. Finally, 'The Best Team Performance Awards' and 'The Potential Brand Awards' were presented to the 3 top performing companies each.

A total of 26 participants with top 10% the highest rank from each category and level were awarded with "Outstanding Performance Award", while 3 participants, who got full score at Mystery Shopper Assessment, were awarded as "Excellent Service Star".

The Association is pleased to have invited Mr. Thomson Cheng, Chairman of the Association, Ms. Josephine Kea, Senior Assistant Executive Director, Headquarters (Industry Partnership), Vocational Training Council, 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 28 October 2015 at Kowloon Bay International Trade and Exhibition Centre (KITEC). (Please refer to attached list for the name and company of each award recipient.)

## 2014 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 2015 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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The Standard

## ENQUIRY

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# HONG KONG RETAIL MANAGEMENT ASSOCIATION

## 香港零售管理協會

### Results of 2015 Service & Courtesy Award 2015 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
Bakery Shops Category 麵包西餅店組別	Ms. Ngai Sin Yu 魏倩茹 Kee Wah Bakery Limited – Kee Wah Bakery 奇華餅家有限公司 - 奇華餅家	Ms. Kwok Miu Chi 郭妙姿 Saint Honore Cake Shop Limited 聖安娜餅屋有限公司
Beauty Products / Cosmetics Category 化粧品店組別	Ms. Chiu Ching Sze, Joie 趙呈鋸 Shiseido Hong Kong Limited – Shiseido 資生堂香港有限公司 - 資生堂	
Convenience Stores Category 便利店組別	Ms. Lai Lan 黎蘭 The Dairy Farm Company, Limited 牛奶有限公司 - 7-Eleven	Ms. Chen Xiao Yan 陳曉艷 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 Po Yi 黃寶怡 The Wing On Department Stores (Hong Kong) Limited 永安百貨有限公司	
Electronic & Electrical Appliances Category 電子及電器店組別	Mr. Wong Chi Hin 王志軒 A.S. WATSON RETAIL (HK) LIMITED - FORTRESS 屈臣氏零售（香港）有限公司 - 豐澤	Mr. Tam Siu Hung 譚少雄 A.S. WATSON RETAIL (HK) LIMITED - FORTRESS 屈臣氏零售（香港）有限公司 - 豐澤
Fashion & Accessories Category 時裝飾物店組別	Mr. Wong Ka Wai 黃家偉 PVH Asia LTD - Calvin Klein Jeans	Mr. Cheung Kai Chung 張啟聰 PVH Asia LTD - Calvin Klein Jeans
Fashion & Accessories – High Fashion Category 時裝飾物店 – 高級時裝組別	Ms. Lai Yuen Lam 黎琬琳 Sidefame Limited - 45R 西彥有限公司 - 45R	

<b>Category</b> <b>組別</b>	<b>Junior Frontline Level</b> <b>基層級別</b>	<b>Supervisory Level</b> <b>主管級別</b>
Fastfood Category 快餐店組別	Ms. Lam Ka Hei 林家希 Pizza Hut Hong Kong Management Limited - PHD 香港必勝客管理有限公司 - 薄餅博士	Mr. Tam King Wah 譚景華 Café de Coral Group – Café de Coral 大家樂集團 - 大家樂
Food Shops Category 食品店組別	Ms. Chan Kai Ni 陳佳妮 Coffee Concepts (Hong Kong) LTD. - Starbucks HK Coffee Concepts (Hong Kong) LTD. – 星巴克	Ms. Young Zoe 翁雪逸 Coffee Concepts (Hong Kong) LTD. - Starbucks HK Coffee Concepts (Hong Kong) LTD. – 星巴克
Footwear Category 鞋類組別	Mr. Wan Sze Yuen, Eric 溫思遠 le saunda holdings ltd - le saunda	
Furniture & Home Accessories Category 傢俱及居室用品組別	Ms. Chau Yin Lam, Winnie 周燕琳 Ulferts of Sweden (Far East) Ltd. – Ulferts 瑞典歐化 (遠東) 有限公司 - 歐化傢俬	Mr. Sum Hin Kwan 岑衍均 Pricerite Stores Limited 實惠家居有限公司
Infant & Child Merchandise Category 嬰兒及兒童商品組別	Ms. Yeung Yuk Hung 楊鈺洪 The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Baby	
Personal Health Care Products Category 個人護理及健康產品組別	Ms. Wong Nga Hung 黃雅鴻 The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Plus	Ms. Chow Ka Man Rita 周嘉敏 CR Care Company Limited - CR CARE 華潤堂有限公司 - 華潤堂
Restaurants Category 餐廳組別	Ms. Tam Wing Yi 譚穎怡 Pizza Hut Hong Kong Management Limited - Pizza Hut 香港必勝客管理有限公司 - 必勝客	Mr. Kwok Chun On 郭春安 Pizza Hut Hong Kong Management Limited - Pizza Hut 香港必勝客管理有限公司 - 必勝客
Retail (Services) Category 零售(服務)組別	Ms. Chui Man Yee, Ada 徐敏誼 The Hong Kong Jockey Club 香港賽馬會	Mr. Leung Ka Wai 梁嘉偉 The Hong Kong Jockey Club 香港賽馬會

<b>Category 組別</b>	<b>Junior Frontline Level 基層級別</b>	<b>Supervisory Level 主管級別</b>
Retail (Services) – Property Management Category 零售(服務) – 商場管理組別	Ms. Fan Che Kei, Fanny 樊籽楷 Sun Hung Kai Real Estate Agency Limited - Tai Po Mega Mall 新鴻基地產代理有限公司 - 大埔超級城	
Retail (Services) – Public Utilities Category 零售(服務) – 公用事業組別	Mr. Siu Kong Wai Amigo 蕭港威 The Hong Kong and China Gas Company Limited - Towngas Cooking Centre 香港中華煤氣有限公司 - 煤氣烹飪中心	
Specialty Stores - Lifestyle Category 專門店 - 生活品味組別	Ms. Lui Wing Shan Kawina 呂詠珊 LensCrafters 亮視點	Ms. Kwan Tak Lam, Gucci 關德琳 Shiseido Hong Kong Limited - Shiseido 資生堂香港有限公司 - 資生堂
Specialty Stores - Underwear & Nightwear Category 專門店 - 內衣及家居服組別	Ms. Ng Yin Yung 伍嫻蓉 PVH Asia LTD - Calvin Klein Underwear	
Supermarkets / Self-serviced Mega Stores Category 超級市場 / 大型自助購物商店組別	Mr. Wong Kam Yiu 王金耀 PARKnSHOP (HK) LIMITED - TASTE 百佳超級市場(香港)有限公司 - TASTE	Ms. Ford Yin Fei Helen 霍燕飛 PARKnSHOP (HK) LIMITED – GREAT 百佳超級市場(香港)有限公司 - GREAT
Telecommunications 電訊組別	Mr. Tang Wai Chiu 鄧偉超 CSL Mobile Limited - csl. 香港移動通訊有限公司 - csl.	Mr. Sze Chun Fai Steven 施振輝 HKT Limited - HKT 香港電訊有限公司 - 香港電訊
Watch & Jewellery Category 鐘錶及珠寶店組別	Ms. Chan Ka Wing 陳珈穎 Chow Tai Fook Jewellery Co., Ltd – Chow Tai Fook 周大福珠寶金行有限公司 - 周大福	Mr. Leung Wai Hung, Joseph 梁偉雄 Prince Jewellery And Watch Company Limited - Prince Jewellery And Watch 太子珠寶鐘錶有限公司 - 太子珠寶鐘錶

### **Earn & Learn Student Category Earn & Learn 學生組別得獎者**

<b>Gold Award 金獎</b>	<b>Silver Award 銀獎</b>	<b>Bronze Award 銅獎</b>
Ms. Wong Sin Ting, Cindy 王倩婷 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	Mr. Li Kin Yiu 李健堯 The Dairy Farm Company, Limited 牛奶有限公司 - Wellcome The Dairy Farm Company, Limited 牛奶有限公司 - 惠康	Mr. Nguyen Minh Benson 阮明輝 The Dairy Farm Company, Limited 牛奶有限公司 – Mannings The Dairy Farm Company, Limited 牛奶有限公司 - 萬寧

## 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
Pizza Hut Hong Kong Management Limited – Pizza Hut 香港必勝客管理有限公司 - 必勝客 <ul style="list-style-type: none"> <li>Ms. Tam Wing Yi 譚穎怡</li> <li>Ms. Chan Sin Yi 陳善意</li> <li>Ms. Tang Kwong Mei 鄧光微</li> <li>Mr. Kwok Chun On 郭春安</li> </ul>	Chow Tai Fook Jewellery Co., Ltd - Chow Tai Fook 周大福珠寶金行有限公司 - 周大福 <ul style="list-style-type: none"> <li>Ms. Tam Ching Ting 譚靜婷</li> <li>Mr. Li Wai Kin 李偉堅</li> <li>Ms. Chan Ka Wing 陳珈穎</li> <li>Mr. Ip Chi Wah 葉志華</li> </ul>	The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Plus <ul style="list-style-type: none"> <li>Ms. Wong Nga Hung 黃雅鴻</li> <li>Mr. Cheung Piu Wa 張彪華</li> <li>Mr. Lau Fu Kit 劉富傑</li> <li>Ms. Tsang Ying Wan 曾盈韻</li> </ul>

## Company Award - The Potential Brand Award 公司獎項 - 最具潛質品牌獎

Gold Award 金獎	Silver Award 銀獎	Bronze Award 銅獎
Ulferts of Sweden (Far East) Ltd. – Ulferts 瑞典歐化 (遠東) 有限公司 – 歐化傢俬 <ul style="list-style-type: none"> <li>Ms. Chau Yin Lam, Winnie 周燕琳</li> <li>Ms. Wong Yin Fung, Betsy 黃燕鳳</li> <li>Mr. Tong Wai Yin, Kenneth 唐偉賢</li> <li>Mr. Cheung Man Lung, Man 張文龍</li> </ul>	Sinomax Health & Household Products Limited – SINOMAX <ul style="list-style-type: none"> <li>Mr. Fok King Hang 霍競恆</li> <li>Ms. Yam Sau Lin 任秀蓮</li> <li>Ms. Siu Yuen Man 蕭沅雯</li> <li>Mr. Yu Kwok Ho 余國豪</li> </ul>	Cafe de Coral Group - Super Super Congee & Noodles 大家樂集團 - 一粥麵 <ul style="list-style-type: none"> <li>Ms. Chuk Hung Yin 祝紅燕</li> <li>Ms. Ngai Siu Yeh 魏小椰</li> <li>Ms. Chu Kin Ha 朱健霞</li> <li>Ms. Ng Tan 吳丹</li> </ul>

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

### \*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	Ms. Cheung Yi Man	張伊文
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	Mr. Chan Chun Yu	陳振宇
Furniture & Home Accessories	傢俱及居室用品組別	Ulferts of Sweden (Far East) Ltd. - Ulferts	瑞典歐化 (遠東) 有限公司 - 歐化傢俬	Mr. Cheung Man Lung, Man	張文龍
Specialty Stores - Lifestyle	專門店-生活品味組別	NGONG PING 360 LIMITED - NGONG PING 360	昂坪 360 有限公司 - 昂坪 360	Ms. Chan Pui Shan, Emily	陳佩珊
Supermarkets / Self-serviced Mega Stores	超級市場 / 大型自助購物商店組別	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 - Market Place by Jasons	Mr. Chow Cheuk Lun	周倬綸

**\*Junior Frontline Level 基層級別**

Category		Company Name (Eng)	Company Name (Chin)	Name(Eng)	Name (Chin)
Beauty Products / Cosmetics	化粧品店組別	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	Ms. Li Man Kiu, Edith	李蔓翹
Electronic & Electrical Appliances	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. Kwok Hang Kin	郭行健
Fashion & Accessories	時裝飾物店組別	Giordano Limited - Giordano	佐丹奴有限公司 - 佐丹奴	Ms. Lam Wing Yi	林穎怡
Fashion & Accessories	時裝飾物店組別	Giordano Limited - Giordano	佐丹奴有限公司 - 佐丹奴	Ms. Kwan Ching Wa	關靜華
Fastfood	快餐店組別	Café de Coral Group – Café de Coral	大家樂集團 - 大家樂	Ms. Li Choi Yan	李彩欣
Furniture & Home Accessories	傢俱及居室用品組別	Pricerite Stores Limited	實惠家居有限公司	Ms. Wong Ka Ying	黃家盈
Furniture & Home Accessories	傢俱及居室用品組別	Pricerite Stores Limited	實惠家居有限公司	Mr. Mak Pak On	麥柏安
Furniture & Home Accessories	傢俱及居室用品組別	Pricerite Stores Limited	實惠家居有限公司	Mr. Ng Tang Fong	伍騰芳
Furniture & Home Accessories	傢俱及居室用品組別	Sinomax Health & Household Products Limited - SINOMAX	Sinomax Health & Household Products Limited - SINOMAX	Mr. Fok King Hang	霍競恆
Personal Health Care Products	個人護理及健康產品組別	The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Plus	The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Plus	Mr. Cheung Piu Wa	張彪華
Personal Health Care Products	個人護理及健康產品組別	The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Plus	The Dairy Farm Company, Limited 牛奶有限公司 - Mannings Plus	Mr. Lau Fu Kit	劉富傑
Retail (Services)	零售(服務)組別	The Hong Kong Jockey Club	香港賽馬會	Ms. Chan Sik Yu	陳適瑜
Retail (Services) – Property Management	零售(服務) – 商場管理組別	Sun Hung Kai Real Estate Agency Limited - Metroplaza	新鴻基地產代理有限公司 - 新都會廣場	Mr. Kwok Fong Yeung, Billy	郭方揚
Specialty Stores - Lifestyle	專門店-生活品味組別	A.S. WATSON RETAIL (HK) LIMITED - Watson's Wine	屈臣氏零售(香港)有限公司 - 屈臣氏酒窖	Ms. Man Pui Fong	文佩芳

**\*Junior Frontline Level 基層級別**

Supermarkets / Self-serviced Mega Stores	超級市場 / 大型自助購 物商店組別	City Super Limited - city'super	City Super Limited - city'super	Ms. Yeung Oi Ling	楊愛玲
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. Ngai Tung To	艾冬桃
Telecommunications	電訊組別	HKT Limited - HKT	香港電訊有限公司 - 香港電訊	Ms. Lo Pui Keng Emily	盧佩琮
Telecommunications	電訊組別	HKT Limited - HKT	香港電訊有限公司 - 香港電訊	Mr. Yip Shu Wing Ken	葉樹榮
Watch & Jewellery	鐘錶及珠寶 店組別	Chow Tai Fook Jewellery Co., Ltd - Chow Tai Fook	周大福珠寶金行有限 公司 - 周大福	Ms. Tam Ching Ting	譚靜婷
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
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. Fong Hoi Sze	方凱詩

**Excellent Service Star 優質服務之星**

Company Name (Eng)	Company Name (Chin)	Name(Eng)	Name (Chin)
le saunda holdings ltd - le saunda	le saunda holdings ltd - le saunda	Mr. Wan Sze Yuen, Eric	溫思遠
PARKnSHOP (HK) LIMITED - GREAT	百佳超級市場(香港)有限公司 - GREAT	Ms. Ngai Tung To	艾冬桃
Chow Tai Fook Jewellery Co., Ltd - Chow Tai Fook	周大福珠寶金行有限公司 - 周 大福	Mr. Ip Chi Wah	葉志華