

HONG KONG RETAIL MANAGEMENT ASSOCIATION

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2015 SERVICE RETAILERS OF THE YEAR -**GRAND AWARD**



CATEGORY AWARD 0/3 baby

1010 ANTEPRIMA

自己 BPOADWAY

Calvin Klein Jeans Calvin Klein

CHINESE ARTS & CRAFTS

K OK便利店

♦Columbia

GNC

● 港燈 HK Electric

La Colline

萬寧 mannings

PRINCE太子

DATE: 12 August 2016

MEMORANDUM TO: Members of the Hong Kong Retail Management

Association and Fellow Retailers

SUBJECT: 2016 Service & Courtesy Award – Best Service Outlets

Result of Phase 1: Mystery Shopper and Powerpoint

Proposal Assessments

2016 傑出服務獎 - 傑出服務店舗 準決賽入圍名單

The Association is pleased to announce the result of Phase 1: Mystery Shopper and Powerpoint Proposal Assessments of the 2016 SERVICE & COURTESY AWARD -BEST SERICVE OUTLETS.

20 outlets have been shortlisted to enter Phase 2: Service Concepts Videos Assessment. Each shortlisted outlet will have to submit a short video by 14 September 2016 to present their service concepts. Shortlisted companies will be notified individually about the video requirements by email. Companies of the selected outlets are listed as follows:

Best Service Outlets (20 outlets):

- Café de Coral Group Super Super Congee & Noodles
- Chow Tai Fook Jewellery Group (Limited) Chow Tai Fook
- CSL Mobile Limited 1010
- E.P.S.A. Corporation Limited ecHome
- E.P.S.A. Corporation Limited ecHome Pro
- ECCO Shoes HK Limited ECCO
- Giordano Limited Giordano
- HKT Limited HKT •
- HKT Limited Service Center
- Pizza Hut Hong Kong Management Limited PHD
- Pizza Hut Hong Kong Management Limited Pizza Hut





STACCATO

GREAT PROGRESS AWARD



















細味更多 Pizza & More

















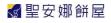










































- Pricerite Stores Limited TMF
- Prince Jewellery & Watch Prince
- Shiseido Hong Kong Limited Shiseido
- Stan Group (Holding) Limited Lafayette Wedding
- Sun Hung Kai Real Estate Agency Limited MOKO
- Sun Hung Kai Real Estate Agency Limited New Town Plaza III
- Tao Heung Group Limited Chung's Cuisine
- The Hong Kong Jockey Club
- TSL Jewellery (HK) Co. Limited TSL Jewellery

IMPORTANT NOTES

Integrated Assessment Report

To assist participants and their companies to improve their service standard, each nominated shop will receive an integrated assessment report on the Mystery Shoppers Assessments held during July 2016. The reports (PDF format) will be sent to companies by e-mail in November 2016.

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