

2011 Service & Courtesy Award Result of Phase 1 Mystery Shoppers Assessment

Junior Frontline Level

385 participants
109 retail brands

Beauty Products/ Cosmetics

Missha (HK) Ltd

Nuance-Watson (HK) Ltd - MAC

Nuance-Watson (HK) Ltd - Scent & Beauty

Sa Sa Cosmetic Company Limited

Shiseido Hong Kong Ltd - Cle De Peau Beaute

Shiseido Hong Kong Ltd - IPSA

Shiseido Hong Kong Ltd - Shiseido

Convenience Stores

China Resources Retail (Group) Co., Ltd - China Resource Vango Convenience Store

Circle K Convenience Stores (HK) Ltd

The Dairy Farm Company Ltd - 7-Eleven

Department Stores

DFS Hong Kong Limited

Nuance-Watson (HK) Ltd - The Atrium

Nuance-Watson (HK) Ltd - The Gateway

Nuance-Watson (HK) Ltd - The Plaza

The Sincere Company Limited

Electronic & Electrical Appliances

A.S. Watson Group (HK) Limited - Fortress

Nokia H.K. Ltd

Nuance-Watson (HK) Ltd - Sound & Vision

Fashion & Accessories

Chevon (Hong Kong) Limited - Chevignon

Esprit Retail (Hong Kong) Ltd

G2000 (Apparel) Ltd

Giordano Ltd - Concepts One

Giordano Ltd - Giordano

Giordano Ltd - Giordano Junior

Giordano Ltd - Giordano Ladies

Initial Fashion Co. Ltd.

Swire Resources Limited - Catalog

Fashion & Accessories - High Fashion

Nuance-Watson (HK) Ltd - Bally

Nuance-Watson (HK) Ltd - Longchamp

Sidefame HK Ltd - Furla

Fashion & Accessories - Sports and Outdoor Products

Intermarket Agencies (Far East) Limited - Speedo

Swire Resources Limited - Columbia

Swire Resources Limited - Gigasports

Swire Resources Limited - Marathon Sports

Fastfood

Fairwood Holdings Limited

Ocean Park Corporation - Food Court

Yoshinoya Fast Food (HK) Ltd

Food Shop

Hung Fook Tong Franchise System Management Ltd

Maxim's Caterers Ltd - Maxim's Cake

Nuance-Watson (HK) Limited - Peninsula

Pizza Hut Hong Kong Management Limited - PHD

Saint Honore Cake Shop Limited

Footwear

Belle Worldwide Limited - Belle HK

Belle Worldwide Limited - Geox

Belle Worldwide Limited - Hush Puppies

Belle Worldwide Limited - Jipi Japa

Belle Worldwide Limited - Joy & Peace

Belle Worldwide Limited - Millie's

Belle Worldwide Limited - Mirabell

Belle Worldwide Limited - STACCATO

Crocs Hong Kong Ltd - crocs

Excel Marketing Limited-Aerosoles

Le Saunda Holdings Ltd - le saunda

Furniture & Home Accessories

Arredamenti Company Ltd - Giormani Living Room Furniture Store

B.S.C. Home Improvement Centres Limited - colourliving

Pricerite Stores Limited

Simmons Bedding & Furniture (HK) Ltd - Simmons

The Dairy Farm Company Ltd - IKEA

Health Care Products

China Resources Retail (Group) Co Ltd-CRCare

Imperial Bird's Nest International Co Ltd

The Dairy Farm Company Ltd - GNC

Wai Yuen Tong Medicine Company Ltd

Personal Care Products

A.S. Watson Group (HK) Limited - Watsons Your Personal Store

The Dairy Farm Company Limited - Mannings

The Dairy Farm Company Limited - Mannings Plus

Restaurants

Hong Kong Ajisen Co Ltd - Ajisen Ramen

Pizza Hut Hong Kong Management Limited - Pizza Hut Hong Kong

Superstar Group - Superstar Seafood Restaurant

Tai Hing Catering Group - Roast Pot

Tai Hing Catering Group - Tai Hing Roast Restaurant

Retail (Services)

Henderson Real Estate Agency Limited - Miramar Shopping Centre

Hong Kong Tourism Board - Visitor Centres

Sun Hung Kai Real Estate Agency Limited - Grand Century Place

Sun Hung Kai Real Estate Agency Limited - New Town Plaza

The Hong Kong Jockey Club

Retail (Services) - Financial Institutions

DBS Bank (Hong Kong) Limited

HSBC

Primecredit Limited

Retail (Services) - Public Utilities

CLP Power Hong Kong Limited - Customer Services Centre

The Hong Kong & China Gas Company Limited - Towngas Customer Centre

The Hongkong Electric Co Ltd

Specialty Stores-Leisure & Lifestyle

LensCrafter

Ngong Ping 360 Limited - Ngong Ping 360 Souvenir Shop

Nuance-Watson (HK) Limited - Amazing Grace

Optical 88 Ltd

Shiseido Hong Kong Limited - Shiseido Beauty Centre

Tom Lee Music Co Ltd

Toys LiFung (Hong Kong) Ltd - Toys"R"Us

Specialty Stores-Wine & Cigars

A.S. Watson Group (HK) Limited - Watson's Wine

Bluebell HK Ltd - Davidoff

China Resources Retail (Group) Co., Ltd - China Resources voi_la! Wine Cellar

Supermarkets

A S Watson Group (HK) Ltd - GREAT

A S Watson Group (HK) Ltd - PARKnSHOP

A S Watson Group (HK) Ltd - TASTE

China Resources Retail (Group) Co Ltd - China Resources blt Supermarket

China Resources Retail (Group) Co Ltd - China Resources V Ole' Supermarket

China Resources Retail (Group) Co Ltd - CRVanguard Shop

The Dairy Farm Company Ltd - Market Place by Jasons

The Dairy Farm Company Ltd - ThreeSixty

The Dairy Farm Company Ltd - Wellcome

Telecommunications

China Mobile Hong Kong Company Limited

CSL Limited - 1010

CSL Limited - one2free

Hong Kong Broadband Network Limited

PCCW Limited

Watch & Jewellery

Chow Sang Sang Jewellery Co Ltd - Chow Sang Sang

Chow Tai Fook Jewellery Co Ltd

Success Light Investments Ltd - Prince Jewellery and Watch Company

TSL Jewellery (HK) Co Ltd - TSL Jewellery

Supervisory Level

162 participants
82 retail brands

Beauty Products/ Cosmetics

Missha (HK) Ltd

Nuance-Watson (HK) Ltd - Temptation

Sa Sa Cosmetic Company Limited

Shiseido Hong Kong Ltd - IPSA

Shiseido Hong Kong Ltd - Shiseido

Convenience Stores

China Resources Retail (Group) Co., Ltd - China Resource Vango Convenience Store

Circle K Convenience Stores (HK) Ltd

The Dairy Farm Company Ltd - 7-Eleven

Department Stores

DFS Hong Kong Limited

Nuance-Watson (HK) Ltd - The Atrium

Nuance-Watson (HK) Ltd - The Plaza

The Sincere Company Limited

Electronic & Electrical Appliances

A&A Audio & Video Center Ltd.

A.S. Watson Group (HK) Limited - Fortress

Nokia H.K. Ltd

Nuance-Watson (HK) Ltd - Sound & Vision

Fashion & Accessories

Chevon (Hong Kong) Limited - Chevignon

G2000 (Apparel) Ltd

Giordano Ltd - Giordano

Initial Fashion Co. Ltd.

Sidefame HK Ltd - Cocktail

Sidefame HK Ltd - Furla

Swire Resources Limited - d2r

Fashion & Accessories - Sports and Outdoor Products

Swire Resources Limited - addidas

Swire Resources Limited - Columbia

Swire Resources Limited - Gigasports

Fastfood

Fairwood Holdings Limited

Yoshinoya Fast Food (HK) Ltd

Food Shop

Hung Fook Tong Franchise System Management Ltd

Maxim's Caterers Ltd - Maxim's Cake

Pizza Hut Hong Kong Management Limited - PHD

Saint Honore Cake Shop Limited

Footwear

Belle Worldwide Limited - Belle HK

Belle Worldwide Limited - Millie's

Belle Worldwide Limited - STACCATO

Crocs Hong Kong Ltd - crocs

Le Saunda Holdings Ltd - le saunda

LiFung Children (Hong Kong) Limited - Stride Rite

Furniture & Home Accessories

Arredamenti Company Ltd - Giormani Living Room Furniture Store

B.S.C. Home Improvement Centres Limited - colourliving

Pricerite Stores Limited

Simmons Bedding & Furniture (HK) Ltd - Simmons

The Dairy Farm Company Ltd - IKEA

Health Care Products

China Resources Retail (Group) Co Ltd-CRCare

The Dairy Farm Company Ltd - GNC

Wai Yuen Tong Medicine Company Ltd

Personal Care Products

A.S. Watson Group (HK) Limited - Watsons Your Personal Store

The Dairy Farm Company Limited - Mannings

The Dairy Farm Company Limited - Mannings Plus

Restaurants

Pizza Hut Hong Kong Management Limited - Pizza Hut Hong Kong

Skycity Nine Eagles Golf Course - Erawan Thai Restaurant

Superstar Group - Chiu Chow Restarant

Superstar Group - Kimchee

Superstar Group - nuoc mam

Superstar Group - Superstar Seafood Restaurant

Tai Hing Catering Group - Roast Pot

Tai Hing Catering Group - Tai Hing Roast Restaurant

Retail (Services)

DBS Bank (Hong Kong) Limited

HSBC

The Hong Kong Jockey Club

Specialty Stores-Leisure & Lifestyle

LensCrafter

Optical 88 Ltd

Tom Lee Music Co Ltd

Toys LiFung (Hong Kong) Ltd - Toys"R"Us

Specialty Stores-Wine & Cigars

Bluebell HK Ltd - Acanta

China Resources Retail (Group) Co., Ltd - China Resources voi_la! Wine Cellar

Supermarkets

A S Watson Group (HK) Ltd - Fusion

A S Watson Group (HK) Ltd - GREAT

A S Watson Group (HK) Ltd - PARKnSHOP

A S Watson Group (HK) Ltd - TASTE

China Resources Retail (Group) Co Ltd - China Resources V Ole' Supermarket

China Resources Retail (Group) Co Ltd - CRVanguard Shop

The Dairy Farm Company Ltd - Market Place by Jasons

The Dairy Farm Company Ltd - ThreeSixty

The Dairy Farm Company Ltd - Wellcome

Telecommunications

China Mobile Hong Kong Company Limited

CSL Limited - 1010

Hong Kong Broadband Network Limited

PCCW Limited

Watch & Jewellery

Chow Sang Sang Jewellery Co Ltd - Chow Sang Sang

Chow Tai Fook Jewellery Co Ltd

TSL Jewellery (HK) Co Ltd - TSL Jewellery

SME Category

5 participants

3 retail brands

SME

Catalo Natural Health Foods Ltd

Hong Kong Automobile Association - Showroom

Sun Hing Hong Travel Agency Co Ltd