



**HONG KONG
RETAIL MANAGEMENT
ASSOCIATION**
香港零售管理協會

Driving Retail
Excellence **30** 載
卓越零售 Years

2012 EXCELLENCE AWARD



DATE:

27 Jun 2013

**2012 SERVICE RETAILERS
OF THE YEAR**

MEMORANDUM TO:

Members of the Hong Kong Retail Management Association and Fellow Retailers



SUBJECT:

**2013 SERVICE & COURTESY AWARD –
Participation List**

2013 傑出服務獎 – 參賽公司名單

The Association is pleased to inform that we have received a total of 822 participants from 144 brands for 2013 Service & Courtesy Award. The participating companies have been grouped into 21 categories for the Junior Frontline Level, 17 categories for the Supervisory Level, as well as a SME category for small and medium sized retailers. Please find the list of participating companies for this year's Award as follows:

Junior Frontline Level (576 nominees from 131 brands):

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

- Missha (HK) Ltd
- Sa Sa International Holdings Limited – Sa Sa Cosmetic Co Ltd
- Shiseido Hong Kong Ltd - SHISEIDO

2. Convenience Stores Category 便利店組別

- A.S. Watson Group (HK) Limited - Express
- Circle K Convenience Stores (HK) Ltd
- China Resources Vanguard (HK) Co., Ltd - VanGO
- The Dairy Farm Company Ltd – 7-Eleven

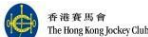
3. Electronic & Electrical Appliances / Telecommunications Category 電子及電器店 / 電訊組別

- A.S. Watson Group (HK) Ltd - Fortress
- CSL Limited - 1010
- CSL Limited - One2free
- Hong Kong Broadband Network Ltd – Hong Kong Broadband
- Hong Kong Telecommunications (HKT) Ltd
- Nuance-Watson (HK) Limited - Sound & Vision Enriching Life

**2012 GREAT PROGRESS
AWARD WINNERS**



2012 SERVICE & COURTESY AWARD WINNERS



4. Eyewear Category 眼鏡組別

- Luxottica Retail (HK) Ltd - LensCrafters
- Optical 88 Ltd - eGG Optical Boutique
- Optical 88 Ltd - Optical 88
- Optical 88 Ltd - Optical 88*

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

- Agnés b. HK Ltd - Sport b.
- G2000 (Apparel) Ltd - G2000
- Giordano Ltd - Giordano
- Giordano Ltd - Giordano Ladies
- Initial Fashion Co Ltd - Initial
- Initial Fashion Co Ltd - Initial PORTE
- Nike Hong Kong Limited
- Polywide International Ltd - COBO
- Warnaco Asia Limited - Calvin Klein Jeans
- Warnaco Asia Limited - Calvin Klein Underwear

6. Fashion & Accessories - High Fashion 時裝飾物店 - 高級時裝店組別

- Agnés b. HK Ltd - Agnés b.
- Nuance-Watson (HK) Limited - Bally
- Nuance-Watson (HK) Limited – Hugo Boss
- Nuance-Watson (HK) Limited - Longchamp
- Nuance-Watson (HK) Limited – Pal Zileri
- Richemont Asia Pacific Limited - Alfred Dunhill
- Sidefame Limited - Anteprema
- Sidefame Limited - Anteprema Wirebag
- Sidefame Limited - Cocktail

7. Fastfood Category 快餐店組別

- Café de Coral Fast Food Ltd
- Fairwood Holdings Ltd
- Hung's Food Group - Yoshinoya Fast Food (HK) Ltd
- Pizza Hut Hong Kong Management Limited - PHD

8. Food Shops Category 食品店組別

- Hung's Food Group – Maria's Bakery Co. Ltd.
- Maxim's Caterers Ltd. - Arome Bakery
- Maxim's Caterers Ltd. - Maxim's Cakes
- Nuance-Watsons (HK) Limited – Taste & Delights
- Saint Honore Cake Shop Ltd

9. Footwear Category 鞋類組別

- Belle International Holdings Ltd - BELLE
- Belle International Holdings Ltd - HUSH PUPPIES
- Belle International Holdings Ltd - JIPI JAPA
- Belle International Holdings Ltd - JOY & PEACE
- Belle International Holdings Ltd - MILLIE'S
- Belle International Holdings Ltd - MIRABELL
- Belle International Holdings Ltd - STACCATO
- Crocs Hong Kong Ltd - crocs
- le saunda holdings ltd - le saunda
- LiFung Kids (Hong Kong) Ltd – Stride Rite

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

- Arredamenti Co., Ltd - Giormani Living Room Furniture Store
- B.S.C. Home Improvement Centres Ltd – colourliving
- B.S.C. Home Improvement Centres Ltd - RocaConcepts
- Pricerite Stores Limited
- The Dairy Farm Company Ltd - IKEA

11. Health Care Products Category 健康產品組別

- Catalo Natural Health Foods Ltd.
- CR Care Company Ltd. - CR Care
- The Dairy Farm Company Ltd - GNC
- Wai Yuen Tong Medicine Company Ltd

12. Personal Care Products Category 個人護理產品組別

- A.S. Watson Group (HK) Ltd - Watsons Your Personal Store
- The Dairy Farm Company Ltd - Mannings
- The Dairy Farm Company Ltd - Mannings Plus

13. Professional Category 專業組別

- A.S. Watson Group (HK) Ltd - Watsons Your Personal Store
- Luxottica Retail (HK) Ltd - LensCrafters
- Optical 88 Ltd - Optical 88
- Wai Yuen Tong Medicine Company Ltd

14. Restaurants Category 餐廳及酒樓組別

- Hong Kong Ajisen Co., Ltd. - Ajisen Ramen
- Ocean Park Corporation - Food & Beverage
- Pizza Hut Hong Kong Management Limited - Pizza Hut Hong Kong
- Superstar Group - Superstar Seafood Restaurant
- Tai Hing Catering Group - Tai Hing Roast Restaurant
- Tai Hing Catering Group - Trusty Congee King
- The Spaghetti House Restaurants Ltd - Spaghetti 360
- The Spaghetti House Restaurants Ltd - The Spaghetti House

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

- BSH Home Appliances Limited - Siemens Home Appliances
- CLP Power Hong Kong Ltd - Customer Services Centre
- Ocean Park Corporation – Game Booth
- The Hong Kong Jockey Club
- The Hongkong and China Gas Co., Ltd - Towngas Avenue
- The Hongkong Electric Co., Ltd

16. Retail (Services) - Financial Institutions Category 零售(服務) - 金融機構組別

- Chief Securities Limited - Chief
- China Life Insurance (Overseas) Co. Ltd
- DBS Bank (Hong Kong) Limited

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

- Discovery Park Commercial Services Ltd - Discovery Park - Shopping Centre
- Goodwill Management Ltd - Metro City Plaza II
- Goodwill Management Ltd - Sunshine City Plaza
- Henderson Real Estate Agency Limited - Miramar Shopping Centre & Tower
- K11 Concepts Ltd - K11
- Miramar Hotel and Property Management Co., Ltd - Mira Mall
- Sun Hung Kai Real Estate Agency Ltd. - Chelsea Heights
- Sun Hung Kai Real Estate Agency Ltd. - East Point City
- Sun Hung Kai Real Estate Agency Ltd. - Grand Century Place
- Sun Hung Kai Real Estate Agency Ltd. - Metroplaza
- Sun Hung Kai Real Estate Agency Ltd. - Mikiki
- Sun Hung Kai Real Estate Agency Ltd. - New Jade Shopping Arcade
- Sun Hung Kai Real Estate Agency Ltd. - New Town Plaza
- Sun Hung Kai Real Estate Agency Ltd. - Park Central Shopping Arcade
- Sun Hung Kai Real Estate Agency Ltd. - Tai Po Mega Mall
- Sun Hung Kai Real Estate Agency Ltd. - The Sun Arcade
- Sun Hung Kai Real Estate Agency Ltd. - wtc more
- The Link Management Ltd - Lok Fu Plaza
- The Link Management Ltd - Sau Mau Ping Shopping Centre
- The Link Management Ltd - Stanley Plaza

18. Specialty Stores - Leisure Category 專門店 – 優閒生活組別

- A.S. Watson Group (HK) Ltd - Watson's Wine
- Ngong Ping 360 Ltd – Souvenir Shop
- Sidefame Limited - marimekko
- Tom Lee Music Co., Ltd

19. Specialty Stores – Life Stores Category 專門店 – 生活百貨組別

- City Super Limited - LOG-ON
- DFS Hong Kong Ltd
- Marks and Spencer (Asia Pacific) Ltd

20. Supermarket / Self-serviced Mega Store Category 超級市場 / 大型自助購物商店組別

- 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 - SU-PA-DE-PA
- A.S. Watson Group (HK) Ltd - Taste
- The Dairy Farm Company Ltd - Market Place by Jasons
- The Dairy Farm Company Ltd - Wellcome
- The Dairy Farm Company Ltd - Jasons Food & Living
- The Dairy Farm Company Ltd - Oliver's The Delicatessen
- Toys“R”Us (Hong Kong) Ltd - Toys “R” Us

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

- Chow Tai Fook Jewellery Co Ltd
- City Chain Co. Ltd - City Chain
- Just Gold Co., Ltd
- Justwatch Company Ltd - Justwatch
- Success Light Investments Ltd - Prince Jewellery and Watch Company
- TSL Jewellery (HK) Co. Ltd. - TSL Jewellery

Supervisory Level (239 nominees from 94 brands):

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

- Missha (HK) Ltd
- Sa Sa International Holdings Ltd – Sa Sa Cosmetic Co Ltd
- Sa Sa International Holdings Ltd – La Colline

2. Convenience Stores Category 便利店組別

- A.S. Watson Group (HK) Ltd - Express
- Circle K Convenience Stores (HK) Ltd
- China Resources Vanguard (HK) Co., Ltd - VanGO
- The Dairy Farm Company Ltd - 7-Eleven

3. Eyewear Category 眼鏡組別

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

- G2000 (Apparel) Ltd - G2000
- Giordano Ltd – Giordano
- Giordano Ltd - Concepts One
- Giordano Ltd – Giordano Ladies
- Initial Fashion Co Ltd - Initial
- Nike Hong Kong Limited
- Nuance-Watson (HK) Limited - Giorgio Armani
- Richemont Asia Pacific Limited - Alfred Dunhill
- Sidefame Limited - Anteprema Wirebag
- Warnaco Asia Limited - Calvin Klein Jeans
- Warnaco Asia Limited - Calvin Klein Underwear

6. Fastfood Category 快餐店組別

- Café de Coral Fast Food Ltd
- Fairwood Holdings Ltd
- Hung's Food Group - Yoshinoya Fast Food (HK) Ltd
- Pizza Hut Hong Kong Management Limited - PHD

7. Food Shops Category 食品店組別

- Coffee Concepts (Hong Kong) Ltd. - Starbucks Hong Kong
- Hung's Food Group - Maria's Bakery Co., Ltd
- Maxim's Caterers Ltd. - Maxim's Cakes
- Nuance-Watson (HK) Limited - Taste & Delights
- Saint Honore Cake Shop Ltd

8. Footwear Category 鞋類組別

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- Belle International Holdings Ltd - HUSH PUPPIES
- Belle International Holdings Ltd - JIPI JAPA
- Belle International Holdings Ltd - JOY & PEACE
- Belle International Holdings Ltd - MILLIE'S
- Belle International Holdings Ltd - MIRABELL
- Ecco Shoes Hong Kong Ltd. - ECCO
- le saunda holdings ltd - le saunda

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- Arredamenti Co., Ltd - Giormani Living Room Furniture Store
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- Ocean Park Corporation - Food & Beverage
- Pizza Hut Hong Kong Management Limited - Pizza Hut Hong Kong
- Superstar Group - Chiu Chow Restaurant
- Superstar Group - Kyoto Matcha Café
- Superstar Group - Superstar Seafood Restaurant
- Superstar Group - Yakiniku Gyukura
- Tai Hing Catering Group - Tai Hing Roast Restaurant
- Tai Hing Catering Group - Trusty Congee King
- The Spaghetti House Restaurants Ltd - Spaghetti 360
- The Spaghetti House Restaurants Ltd - The Spaghetti House

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- DBS Bank (Hong Kong) Ltd
- Discovery Park Commercial Services Ltd - Discovery Park - Shopping Centre
- Henderson Real Estate Agency Limited - Miramar Shopping Centre & Tower
- The Link Management Ltd - Sau Mau Ping Shopping Centre
- The Hong Kong Jockey Club

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- A.S. Watson Group (HK) Ltd - International
- A.S. Watson Group (HK) Ltd - PARKnSHOP
- A.S. Watson Group (HK) Ltd - SU-PA-DE-PA
- A.S. Watson Group (HK) Ltd - Taste
- City Super Limited - city'super
- The Dairy Farm Company Ltd - Market Place by Jasons
- The Dairy Farm Company Ltd - ThreeSixty
- The Dairy Farm Company Ltd - Wellcome
- Toys“R”Us (Hong Kong) Ltd - Toys “R” Us

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

- Chow Tai Fook Jewellery Co Ltd
- Just Gold Co., Ltd
- Justwatch Company Ltd – Justwatch
- Success Light Investments Ltd - Prince Jewellery and Watch Company
- TSL Jewellery (HK) Co. Ltd. - TSL Jewellery

SME (7 nominees from 4 brands):

- Hong Kong Automobile Association - Showroom
- KINJI Company Ltd - KINJI
- Organic Baby
- Tai Yau storage Group Limited - Apple Storage

Important Notes

1. **Submission of Participants' Duty Roster – August 2013**

Participating companies are reminded to submit the “**Participants' Duty Roster – August 2013**” to the Association by mail or email to snc@hkrma.org **before 12 July 2013**. Zero score will be given to the participant should the respective company fail to submit the correct shift hours/roster before the deadline. No telephone reminder will be made by the Association.

2. **Mystery Shoppers Assessment**

Participants are required to wear the Service and Courtesy Award hanging badges. If the mystery shoppers cannot locate the participant during 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

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