



HONG KONG RETAIL MANAGEMENT ASSOCIATION

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2015 SERVICE RETAILERS OF THE YEAR - GRAND AWARD



DATE: 22 June 2016

MEMORANDUM TO:

Members of the Hong Kong Retail Management Association and Fellow Retailers

SUBJECT:

2016 Service & Courtesy Award – Participation List
2016 傑出服務獎 - 參賽公司名單

CATEGORY AWARD



Calvin Klein Jeans



厚德·尊貴·傳承·至臻



STACCATO

GREAT PROGRESS AWARD



The Association is pleased to inform that we have received a total of 514 participants from 90 brands for 2016 Service & Courtesy Award. The participating companies have been grouped into 18 categories for the Junior Frontline Level, 13 categories for the Supervisory Level, and “Earn & Learn Student” Category for the student workers of Earn & Learn Pilot Scheme for Retail Industry. This year, the Association introduced a new category, the Social Enterprises Category, to promote service excellence among social enterprises. We are pleased to announce that 10 brands have nominated their staff to participate in this category.

Among those participating brands, 31 of them have nominated their shops to compete for the newly introduced company award – “Best Service Outlets”.

Junior Frontline Level (349 nominees from 77 brands):

1. AV Products / Electronic & Electrical Appliances Category 影音產品 / 電子及電器店組別

- A.S. WATSON RETAIL (HK) LIMITED - FORTRESS
- E.P.S.A. Corporation Limited - ecHome
- E.P.S.A. Corporation Limited - ecHome Pro

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
- YHY INT'L INVEST INCORP.LTD - GODS RAINBOW





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

- FAITH - FASHION HONG KONG LIMITED - FAITH
- G2000 (Apparel) Limited
- Giordano Limited – Giordano
- Giordano Limited - Giordano Ladies

5. Fastfood Category 快餐店組別

- CAFÉ DE CORAL FAST FOOD LIMITED – CAFÉ DE CORAL
- Café de Coral Holdings Limited - Super Super Congee & Noodles
- Hung's Food Group - Yoshinoya Fast Food (Hong Kong) Limited
- Pizza Hut Hong Kong Management Limited - PHD

6. Food Shops Category 食品店組別

- City Super Limited - Fusion Deli by city'super
- City Super Limited - Little Mermaid
- Coffee Concepts (Hong Kong) LTD. - Starbucks HK
- KEE WAH BAKERY LIMITED - KEE WAH BAKERY
- Saint Honore Cake Shop Limited

7. Footwear Category 鞋類組別

- ECCO Shoes HK Limited - ECCO
- le saunda holdings ltd. - le saunda

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

- Arredamenti Company Ltd - Giormani Living Room Furniture Store
- B.S.C. COLOURLIVING LIMITED - colourliving
- B.S.C. COLOURLIVING LIMITED - RocaConcepts
- Pricerite Stores Limited
- Pricerite Stores Limited – TMF
- Sinomax Health & Household Products Limited
- Ulferts of Sweden (Far East) Ltd.

9. Health Care Products Category 健康產品組別

- Catalo Natural Health Foods Ltd - Catalo
- Comvita HK Limited - Comvita
- O'Farm Limited - O'Farm
- Vita Green Health Products Co., Ltd. - Vita Green



10. Kids' Merchandise Category 兒童商品組別

- Fung Kids (Hong Kong) Fashion Limited - Toonsland
- Fung Kids (Hong Kong) Fashion Limited - Stride Rite
- Giordano Limited - Giordano Junior
- Hong Kong Disneyland Resort - Hong Kong Disneyland Resort Merchandise
- Kids Designers Club (HK) Limited - Petit Bateau
- ToysRus(Hong Kong) Ltd. – Toysrus

11. Property Management Category 商場管理組別

- K11 Concepts Limited
- Sun Hung Kai Real Estate Agency Limited - HomeSquare
- Sun Hung Kai Real Estate Agency Limited - Metropolis Plaza
- Sun Hung Kai Real Estate Agency Limited - MOKO
- Sun Hung Kai Real Estate Agency Limited - Park Central
- Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
- Sun Hung Kai Real Estate Agency Limited - V city

12. Restaurants Category 餐廳組別

- Café de Coral Group - Shanghai Lao Lao
- Pizza Hut Hong Kong Management Limited - Pizza Hut
- Tai Hing Catering Group - TeaWood
- Tao Heung Group Limited - Chung's Cuisine

13. Retail (Services) – Life & Entertainment / Wedding Category 零售(服務) – 生活閒娛 / 婚禮組別

- Stan Group (Holding) Limited - Lafayette Wedding
- The Lifestyle Group - ClubONE
- The Lifestyle Group - Telford Recreation Club
- UA Cinema Circuit Limited

14. Retail (Services) - Mass Services Category 零售(服務) – 大眾服務組別

- HKT Limited - Service Center
- The Hong Kong and China Gas Company Limited - Towngas
- The Hongkong Electric Co., Ltd
- The Hong Kong Jockey Club



15. Specialty Stores Category 專門店組別

- A.S. WATSON RETAIL (HK) LIMITED - Watsons
- A.S. WATSON RETAIL (HK) LIMITED - Watson's Wine
- Apple Storage Group Limited - Apple Storage
- City Super Limited - LOG-ON
- K11 Design Store
- The Wing On Department Stores (Hong Kong) Limited

16. Supermarkets Category 超級市場組別

- City Super Limited - city'super
- PARKnSHOP (HK) LIMITED - PARKnSHOP
- PARKnSHOP (HK) LIMITED - GREAT
- PARKnSHOP (HK) LIMITED - TASTE
- PARKnSHOP (HK) LIMITED - FUSION
- 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 - Wellcome

17. Telecommunications Category 電訊組別

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

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

- Chow Tai Fook Jewellery Group (Limited) - Chow Tai Fook
- Prince Jewellery & Watch - Prince
- TSL Jewellery (HK) Co. Limited - TSL Jewellery

Supervisory Level (147 nominees from 53 brands):

1. AV Products / Electronic & Electrical Appliances Category 影音產品 / 電子及電器店組別

- A.S. WATSON RETAIL (HK) LIMITED - FORTRESS
- E.P.S.A. Corporation Limited - ecHome
- E.P.S.A. Corporation Limited - ecHome Pro

2. Convenience Stores / Supermarkets Category 便利店 / 超級市場組別

- Circle K Convenience Stores (HK) Ltd
- 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 - Wellcome
- YHY INT'L INVEST INCORP.LTD - GODS RAINBOW



3. Fastfood Category 快餐店組別

- Café de Coral Group - Café de Coral
- Café de Coral Group - Super Super Congee & Noodles
- Hung's Food Group - Yoshinoya Fast Food (Hong Kong) Limited
- Pizza Hut Hong Kong Management Limited - PHD

4. Food Shops Category 食品店組別

- Coffee Concepts (Hong Kong) LTD. - Starbucks HK
- KEE WAH BAKERY LIMITED - KEE WAH BAKERY
- Saint Honore Cake Shop Limited

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

- B.S.C. COLOURLIVING LIMITED - colourliving
- B.S.C. COLOURLIVING LIMITED - RocaConcepts
- Pricerite Stores Limited
- Pricerite Stores Limited – TMF
- Sinomax Health & Household Products Limited
- Ulferts of Sweden (Far East) Ltd.

6. Restaurants – Asian Cuisine Category 餐廳 – 亞洲菜系組別

- Café de Coral Group - Shanghai Lao Lao
- Tai Hing Catering Group - TeaWood
- Tao Heung Group Limited - Chung's Cuisine

7. Restaurants – Western Cuisine Category 餐廳 – 西方菜系組別

- Café de Coral Group - Spaghetti House
- Café de Coral Group - Spaghetti 360
- Ocean Park Corporation
- Pizza Hut Hong Kong Management Limited - Pizza Hut

8. Retail (Services) – Life & Entertainment / Wedding Category 零售(服務) – 生活閒娛 / 婚禮組別

- 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
- The Lifestyle Group - ClubONE
- The Lifestyle Group - Telford Recreation Club
- UA Cinema Circuit Limited



9. Retail (Services) - Mass Services Category 零售(服務) - 大眾服務組別

- HKT Limited - Service Center
- The Hong Kong Jockey Club

10. Specialty Stores Category 專門店組別

- A.S. WATSON RETAIL (HK) LIMITED - Watson's Wine
- City Super Limited - LOG-ON
- Hong Kong Disneyland Resort - Hong Kong Disneyland Resort Merchandise
- K11 Design Store
- ToysRus(Hong Kong) Ltd. - Toysrus
- The Wing On Department Stores (Hong Kong) Limited

11. Specialty Stores – Lifestyle Category 專門店 – 生活時尚組別

- ECCO Shoes HK Limited - ECCO
- G2000 (Apparel) Limited
- Giordano Limited - Giordano
- SaSa Comestic Company Limited
- Shiseido Hong Kong Limited - Shiseido

12. Telecommunications Category 電訊組別

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

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

- Chow Tai Fook Jewellery Group (Limited) - Chow Tai Fook
- Prince Jewellery & Watch - Prince
- TSL Jewellery (HK) Co. Limited - TSL Jewellery

Earn & Learn Student Category / Earn & Learn 學生組別 (5 nominees from 3 brands)

- Circle K Convenience Stores (HK) Ltd
- CSL Mobile Limited - csl.
- PARKnSHOP (HK) LIMITED - TASTE



Social Enterprises Category 社企組別 (12 nominees from 9 brands)

- Aberdeen Kai-fong Welfare Association Social Service - Leisure Outlet
- Ever Delicious Co. Ltd - Gingko House O' Veggie
- Health Massage and Treatment Centre (The Hong Kong Society for The Blind)
- MentalCare Connect Co Ltd - Cheers Gallery
- MentalCare Connect Co Ltd - Cheers Point
- S.K.H. ST. CHRISTOPHER'S HOME - GOOD 4 LIFE
- Tung Wah Group of Hospitals - iBPTC
- Tung Wah Group of Hospitals - iBakery
- Tung Wah Group of Hospitals - U Deli

Best Service Outlets 傑出服務店舖 (29 Outlets)

- A.S. WATSON RETAIL (HK) LIMITED - Fortress
- Cafe de Coral Holdings Limited - Super Super Congee & Noodles
- Chow Tai Fook Jewellery Group (Limited) - Chow Tai Fook
- CSL Mobile Limited - 1010
- CSL Mobile Limited - csl.
- E.P.S.A. Corporation Limited - ecHome
- E.P.S.A. Corporation Limited - ecHome Pro
- ECCO Shoes HK Limited - ECCO
- G2000 (Apparel) Limited
- 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
- Pricerite Stores Limited
- 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
- Tai Hing Catering Group - TeaWood
- Tao Heung Group Limited - Chung's Cuisine
- The Hong Kong Jockey Club
- The Lifestyle Group - ClubONE
- The Lifestyle Group - Telford Recreation Club



- ToysRus(Hong Kong) Ltd. - Toysrus
- TSL Jewellery (HK) Co. Limited - TSL Jewellery
- YHY INT'L INVEST INCORP.LTD - GODS RAINBOW

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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ENQUIRY

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