



HONG KONG RETAIL MANAGEMENT ASSOCIATION

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2015 SERVICE RETAILERS OF THE YEAR - GRAND AWARD



DATE: 28 September 2016

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

SUBJECT: 2016 Service & Courtesy Award – Result of Phase 2 Assessments
2016 傑出服務獎 – 總決賽入圍名單

CATEGORY AWARD

0/3 baby



ANTEPRIMA WIREBAG



Calvin Klein Jeans

Calvin Klein underwear

CHINESE 中環 ARTS & CRAFTS
厚德·尊貴·傳承·至臻



La Colline Swiss Riviera Beauty Treatment

LADURÉE Paris

萬寧 mannings



PRINCE太子



STACCATO

GREAT PROGRESS AWARD



The Association is pleased to announce the result of Phase 2 : Preliminary Interview of the 2016 SERVICE & COURTESY AWARD as well as the result of Phase 2: Video Assessment of the 2016 SERVICE & COURTESY AWARD – ‘BEST SERVICE OUTLETS’.

106 participants from 44 brands at Junior Frontline Level and 45 participants from 31 brands at Supervisory Level have been shortlisted to enter the Final Interview to be held on 20 October 2016. 5 nominees from the ‘Earn & Learn Student Category’ and 8 nominees from the ‘Social Enterprises Category’ selected earlier would also enter the Final Interview.

10 outlets have been shortlisted to enter the Final Interview and compete for the Gold, Silver and Bronze Award of the ‘Best Service Outlets’. The other 7 outlets would be awarded Certificates of Merit.

Participating companies will be notified individually about the name(s) of the shortlisted contestants as well as the interview time by email. Companies of the selected participants or outlets are listed as follows:

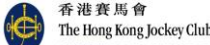
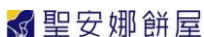
Junior Frontline Level (106 nominees from 44 brands):

- 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



Calvin Klein Jeans

Calvin Klein underwear





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

4. **Fashion & Accessories Category** 時裝飾物店組別
 - G2000 (Apparel) Limited
 - Giordano Limited - Giordano
 - Giordano Limited - Giordano Ladies

5. **Fastfood Category** 快餐店組別
 - Café de Coral Group - CAFÉ DE CORAL
 - Pizza Hut Hong Kong Management Limited - PHD

6. **Food Shops Category** 食品店組別
 - City Super Limited - Fusion Deli by city'super
 - Coffee Concepts (Hong Kong) LTD. - Starbucks HK
 - 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
 - B.S.C. COLOURLIVING LIMITED - colourliving
 - Pricerite Stores Limited
 - Pricerite Stores Limited - TMF
 - 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

10. **Kids' Merchandise Category** 兒童商品組別
 - Fung Kids (Hong Kong) Fashion Limited - Stride Rite
 - Giordano Limited - Giordano Junior
 - Hong Kong Disneyland Resort - Hong Kong Disneyland Resort Merchandise



11. Property Management Category 商場管理組別

- K11 Concepts Limited
- Sun Hung Kai Real Estate Agency Limited - MOKO

12. Restaurants Category 餐廳組別

- Pizza Hut Hong Kong Management Limited - Pizza Hut

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
- 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 Jockey Club

15. Specialty Stores Category 專門店組別

- A.S. WATSON RETAIL (HK) LIMITED - Watsons
- Apple Storage Group Limited - Apple Storage

16. Supermarkets Category 超級市場組別

- City Super Limited - city'super
- 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 (45 nominees from 31 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

3. **Fastfood Category** 快餐店組別
 - Café de Coral Group - Super Super Congee & Noodles
 - 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

5. **Furniture & Home Accessories Category** 傢俱及居室用品組別
 - Pricerite Stores Limited
 - 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 360
 - 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



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
- Hong Kong Disneyland Resort - Hong Kong Disneyland Resort Merchandise
- K11 Design Store

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

- SaSa Comestic Company Limited
- Shiseido Hong Kong Limited - Shiseido

12. Telecommunications Category 電訊組別

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

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

- 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 (8 nominees from 7 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
- S.K.H. ST. CHRISTOPHER'S HOME - GOOD 4 LIFE
- Tung Wah Group of Hospitals - iBakery
- Tung Wah Group of Hospitals - U Deli



Finalists of The Potential Brand Award 最具潛質品牌獎入圍名單

- Café de Coral Group - Shanghai Lao Lao
- E.P.S.A. Corporation Limited - ecHome Pro
- HKT Limited - Service Center
- Hong Kong Disneyland Resort - Hong Kong Disneyland Resort Merchandise
- Pricerite Stores Limited - TMF
- Tai Hing Catering Group - TeaWood
- The Lifestyle Group - ClubONE
- The Lifestyle Group - Telford Recreation Club
- YHY INT'L INVEST INCORP.LTD - GODS RAINBOW

Finalists of The Best Team Performance Award 最佳參賽隊伍入圍名單

- A.S. WATSON RETAIL (HK) LIMITED - FORTRESS
- Circle K Convenience Stores (HK) Ltd
- CSL Mobile Limited - csl.
- HKT Limited - HKT
- HKT Limited - Service Center
- Pricerite Stores Limited
- Pizza Hut Hong Kong Management Limited - PHD
- Pizza Hut Hong Kong Management Limited - Pizza Hut
- Prince Jewellery & Watch - Prince
- SaSa Comestic Company Limited
- **Sun Hung Kai Real Estate Agency Limited - MOKO**
- The Hong Kong Jockey Club

Finalists of Best Service Outlets 「傑出服務店舖」入圍名單

- Café de Coral Group - Super Super Congee & Noodles
- E.P.S.A. Corporation Limited - ecHome
- E.P.S.A. Corporation Limited - ecHome Pro
- ECCO Shoes HK Limited - ECCO
- Giordano Limited - Giordano
- Prince Jewellery & Watch - Prince
- 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
- TSL Jewellery (HK) Co. Limited - TSL Jewellery



IMPORTANT NOTES

Schedule of Award Activities

Activities	Date
Final Interview	20 October 2016 (Thurs)
Newspaper Advertisements to announce the Finalists	20 October 2016 (Thurs)
Winners Announcement Ceremony at the KITEC	3 November 2016 (Thurs)
Video Production, Newspaper Supplement & Advertisement to feature the Award winners and the respective companies	Nov to Dec 2016
HKRMA 2016 Annual Dinner cum Awards Presentation Ceremony at the HKCEC	6 December 2016 (Tue)

Excellent Service Star

This year, 1 participant from the Fashion & Accessories Category got full score at the Mystery Shopper Assessment, and will be awarded as "Excellent Service Star". The name list will be announced at the Winners Announcement Ceremony on 3 November 2016.

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The Standard

ENQUIRY

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