



# HONG KONG RETAIL MANAGEMENT ASSOCIATION

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## 2015 SERVICE RETAILERS OF THE YEAR - GRAND AWARD



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 – 傑出服務店舖 準決賽入圍名單

### CATEGORY AWARD

0/3 baby



ANTEPRIMA WIREBAG



Calvin Klein Jeans

Calvin Klein underwear

CHINESE ARTS & CRAFTS



La Colline Swiss Skincare Beauty Treatment

LADURÉE Paris

馬寧 mannings



STACCATO

### GREAT PROGRESS AWARD



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

### 2015 SERVICE & COURTESY AWARD WINNERS





- 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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## ENQUIRY

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