



HONG KONG RETAIL MANAGEMENT ASSOCIATION

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2016 EXCELLENCE AWARD



2016 SERVICE RETAILERS OF THE YEAR

Gold Award

T S L | 謝瑞麟

Silver Award

金至尊
3D-GOLD

Bronze Award



CATEGORY AWARD



CHEVIGNON



ASHWORTH



le saunda



0/3 baby



LALIQUE
Calvin Klein
Underwear



T S L | 謝瑞麟

DATE: 15 August 2017
MEMORANDUM TO: Members of the Hong Kong Retail Management Association and Fellow Retailers

SUBJECT: 2017 Service & Courtesy Award – Best Service Outlets
Result of Phase 1: Mystery Shopper and Powerpoint Proposal Assessments
2017 傑出服務獎 – 傑出服務店舖 準決賽入圍名單

The Association is pleased to announce the result of Phase 1: Mystery Shopper and Powerpoint Proposal Assessments of the 2017 SERVICE & COURTESY AWARD – BEST SERVICE OUTLETS.

15 outlets have been shortlisted to enter Phase 2: Service Concepts Videos Assessment. Each shortlisted outlet will have to submit a short video by **15 September 2017** 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 (15 outlets):

- Chow Tai Fook Jewellery Co., Ltd - Chow Tai Fook
- CSL Mobile Limited - 1010
- Giordano Limited - Giordano
- HKT Limited - HKT
- HKT Limited - Service Center
- HKT Limited - Smart Living
- Sa Sa Cosmestic Company limited - Sa Sa Supreme
- Sun Hung Kai Real Estate Agency Limited - HomeSquare
- Sun Hung Kai Real Estate Agency Limited - MOKO
- Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
- Tai Hing Catering Group - Tai Hing Restaurant
- Tao Heung Group Limited - Chung's Cuisine
- The Hong Kong Jockey Club
- TSL Jewellery (HK) Co Limited - TSL Jewellery
- UA Cinemas Circuit Limited - UA Cinemas

2016 SERVICE & COURTESY AWARD WINNERS





IMPORTANT NOTES

Mystery Shopper Assessment Report

To assist participants and their companies to improve their service standard, each nominated shop will receive an report on the Mystery Shoppers Assessments held during July 2017. The reports (PDF format) will be sent to companies by e-mail in late August 2017.

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