



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

PRINCE太子

CATEGORY AWARD



CHEVIGNON



ASHWORTH



le saunda



mannings Plus



LALIQUE

Calvin Klein
underwear



T S L | 謝瑞麟

DATE: 07 August 2017

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

SUBJECT: 2017 Service & Courtesy Award – Result of Phase 1: Mystery Shoppers Assessment
2017 傑出服務獎 – 準決賽入圍名單

The Association is pleased to announce the result of Phase 1 : Mystery Shoppers Assessment of the 2017 SERVICE & COURTESY AWARD.

The Preliminary Interview will be held on 7 September 2017 to interview 234 participants from 70 brands at Junior Frontline Level and 123 participants from 59 brands at Supervisory Level selected by Mystery Shoppers Assessment. Furthermore, 2 nominees from the Earn & Learn Student Category and 8 nominees from the Social Enterprises Category have been selected to enter the Final Interview to be held on 11 October 2017. Participating companies will be notified individually about the name(s) of the shortlisted nominees as well as the interview time by email. Companies of the selected participants are listed as follows:

Junior Frontline Level (221 nominees from 61 brands):

- Bakery Shops Category 麵包西餅店組別**
 - Maxim's Caterers Limited - MAXIM'S CAKES
 - Ocean Park Corporation - Aqua City Bakery
 - Saint Honore Cake Shop Limited
- Convenience Stores / Supermarkets Category 便利店 / 超級市場組別**
 - Circle K Convenience Stores (HK) Ltd
 - city'super
- Fashion & Accessories Category 時裝飾物店組別**
 - G2000 (Apparel) Limited - G2000
 - Giordano Limited - Giordano
 - Giordano Limited - Giordano Junior
 - Giordano Limited - Giordano Ladies

2016 SERVICE & COURTESY AWARD WINNERS





4. **Fastfood Category 快餐店組別**
 - Café de Coral Holdings Limited - Café de Coral
 - Hung's Food Group - Yoshinoya Fast Food (Hong Kong) Limited
 - Pizza Hut Hong Kong Management Limited - PHD

5. **Footwear Category 鞋類組別**
 - ECCO Shoes HK Limited - ECCO
 - le saunda holdings ltd. - le saunda

6. **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
 - TMF Company Limited - TMF
 - Sinomax Health & Household Products Limited - Sinomax
 - Ulferts of Sweden (Far East) Ltd. - Ulferts

7. **Gifts and Premiums Stores Category 禮品及精品店組別**
 - LOG-ON
 - Toys“R”Us (Hong Kong) Limited

8. **Health Care Products Category 健康產品組別**
 - Catalo Natural Health Foods Ltd - Catalo
 - Vita Green Health Products Co., Ltd. - Vita Green
 - Wai Yuen Tong (Retail) Ltd. - Wai Yuen Tong

9. **Leisure & Entertainment Category 休閒及娛樂組別**
 - The Hong Kong Jockey Club
 - The Lifestyle Group - Telford Recreation Club
 - UA Cinemas Circuit Limited - UA Cinemas

10. **Lifestyle Stores Category 潮流生活店組別**
 - Sa Sa Cosmetic Company Limited - Sa Sa
 - The Wing On Department Stores (Hong Kong) Limited

11. **Property Management Category 商場管理組別**
 - CHKC Building Management Limited - China Hong Kong City
 - Citywalk Management Company Limited
 - Discovery Park Commercial Services Ltd.
 - K11 Concepts Limited - K11 Art Mall
 - Olympian City 2 Management Company Limited - Olympian City
 - Sun Hung Kai Real Estate Agency Limited - Metropolis Plaza
 - Sun Hung Kai Real Estate Agency Limited - MOKO
 - Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
 - Sun Hung Kai Real Estate Agency Limited - V city



12. Quality Living Category 優質家居組別

- BSH Home Appliances Limited - Bosch Home Appliances
- HKT Limited - Customer Service Center
- The Hong Kong and China Gas Company Limited - Towngas
- The Hongkong Electric Co., Ltd

13. Restaurant – Chinese Cuisine Category 餐廳 – 中式菜系組別

- East Ocean Gourmet Group - East Ocean Seaview Restaurant
- East Ocean Gourmet Group - East Ocean · Lafayette
- Tai Hing Catering Group - Tai Hing Restaurant
- Tai Hing Catering Group - Trusty Congee King
- Tao Heung Group Limited - Chung's Cuisine

14. Restaurant – Western Cuisine & Specialities Category 餐廳 – 西式及特色菜系組別

- Ocean Park Corporation - Tuxedos Restaurant
- Pizza Hut Hong Kong Management Limited - Pizza Hut
- Tai Hing Catering Group - TeaWood

15. Telecommunications Category 電訊組別

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

16. Theme Parks & Attractions Category 主題樂園及景點組別

- Hong Kong Disneyland Resort - Hong Kong Disneyland Resort Merchandise
- Ngong Ping 360 Limited

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

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

18. Wedding Merchants Category 婚禮商戶組別

- Stan Group (Holdings) Limited - Lafayette Wedding
- The Lifestyle Group – ClubONE

Supervisory Level (114 nominees from 50 brands):

1. Bakery Shops Category 麵包西餅店組別

- HUNG'S FOOD GROUP - Maria's Bakery Co. Ltd
- Kee Wah Bakery Limited - Kee Wah Bakery
- Maxim's Caterers Limited - MAXIM'S CAKES
- Saint Honore Cake Shop Limited



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

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

- G2000 (Apparel) Limited - G2000
- Giordano Limited - Giordano

4. Fastfood Category 快餐店組別

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

5. Food Shops Category 食品店組別

- Café de Coral Holdings Limited - Oliver's Super Sandwiches
- Coffee Concepts (Hong Kong) LTD. - Starbucks HK
- Fusion Deli by city'super

6. 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
- Sinomax Health & Household Products Limited - Sinomax
- Ulferts of Sweden (Far East) Ltd. - Ulferts

7. Gifts and Premiums Stores Category 禮品及精品店組別

- Hong Kong Disneyland Resort - Hong Kong Disneyland Resort Merchandise
- Ocean Park Corporations - Ocean Park (Souvenir Shop)
- Toys“R”Us (Hong Kong) Limited

8. Health Care Products Category 健康產品組別

- Vita Green Health Products Co., Ltd. - Vita Green
- Wai Yuen Tong (Retail) Ltd. - Wai Yuen Tong

9. Leisure & Entertainment Category 休閒及娛樂組別

- The Hong Kong Jockey Club
- The Lifestyle Group - Telford Recreation Club

10. Lifestyle Stores Category 潮流生活店組別

- Sa Sa Cosmetic Company Limited - Sa Sa



11. Restaurant – Chinese Cuisine Category 餐廳 – 中式菜系組別

- East Ocean Gourmet Group - East Ocean Seaview Restaurant
- East Ocean Gourmet Group - East Ocean · Lafayette
- East Ocean Gourmet Group - Shanghai East
- Tai Hing Catering Group - Tai Hing Restaurant
- Tai Hing Catering Group - Trusty Congee King
- Tao Heung Group Limited - Chung's Cuisine

12. Restaurant – Western Cuisine & Specialities Category 餐廳 – 西式及特色菜系組別

- Pizza Hut Hong Kong Management Limited - Pizza Hut
- Tai Hing Catering Group - TeaWood

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

- HKT Limited - Customer Service Center
- Sino Estates Management Limited - Tuen Mun Town Plaza Phase 1 & 2 (Shopping Arcade)
- 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
- Sun Hung Kai Real Estate Agency Limited - Tai Po Mega Mall

14. Telecommunications Category 電訊組別

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

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

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

16. Wedding Merchants Category 婚禮商戶組別

- Stan Group (Holdings) Limited - Lafayette Wedding
- The Lifestyle Group - ClubONE

New Participating Brands Category S&C 新秀組別 (22 nominees from 14 brands)

Junior Frontline Level 基層組別

- city'super - Patisserie Yamakawa by city'super
- city'super - RF1 SOZAI by city'super
- Golden Legend Enterprises Limited - Director's Club
- HKT Limited - Smart Living
- Perfect Resources (HK) Limited
- Tai Fu Loy Investment Company - TFL
- Taste of Asia Group - Itamomo
- Uni-china (Market) Management Limited - Maritime Market
- Uni-china (Market) Management Limited - M.C. BOX



Supervisory Level 主管組別

- Day Glow International Group Ltd. - American Bedding Cleanik
- Golden Legend Enterprises Limited - Director's Club
- HKT Limited - Smart Living
- Tai Fu Loy Investment Company - TFL
- Tai Hing Catering Group - Man Wah Café
- Taste of Asia Group - Itamomo
- Uni-china (Market) Management Limited - Hong Kong Market
- Uni-China (Market) Management Limited - Tseung Kwan O Market
- Whampoa Property Management Limited - ac

Earn & Learn Student Category / Earn & Learn 學生組別 (2 nominees from 2 brands) (enter the Final Interview in Oct)

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

Social Enterprises Category 社企組別 (8 nominees from 6 brands) (enter the Final Interview in Oct)

- Christian Action - Social Enterprise - Community Sales Outlet
- MentalCare Connect Co Ltd - Cheers Gallery
- New Life Psychiatric Rehabilitation Association - cafe330
- New Life Psychiatric Rehabilitation Association - farmfresh330
- St. James' Settlement - Green Ladies
- Tung Wah Group of Hospitals - Rinato Eco Floral Shop

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