



HONG KONG RETAIL MANAGEMENT ASSOCIATION

7/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong.

Tel: 2866 8311

Fax: 2866 8380

Website: www.hkrma.org

2017 SERVICE RETAILERS OF THE YEAR

Gold Award



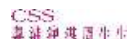
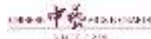
Silver Award



Bronze Award



CATEGORY AWARD



DATE: 15 June 2018

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

SUBJECT: 2018 Service & Courtesy Award – Participation List
2018 傑出服務獎 – 參賽公司名單

The Association is pleased to inform that we have received a total of 501 participants from 97 brands for 2018 Service & Courtesy Award. The participating companies have been grouped into 18 categories for the Junior Frontline Level, 14 categories for the Supervisory Level, the “Social Enterprises” Category and the “New Participating Brands” Category.

This year, the Association introduced a new company award “Retail Excellence Award” which attracted 22 brands.

Junior Frontline Level (337 nominees from 68 brands):

1. Bakery Category 麵包西餅店組別

- Hung's Food Group - Maria's Bakery Co. Ltd
- Kee Wah Bakery Limited - Kee Wah Bakery

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

- City Super limited - city'super
- Tai Fu Loy Investment Company Limited - TFL
- The Dairy Farm Company, Limited 牛奶有限公司 - Wellcome
- YHY International Investment Incorporation Limited - God's Rainbow

3. Cosmetics Stores & Nutritious Category 化粧及營養補充品組別

- Amway Hong Kong Limited - Artistry
- Amway Hong Kong Limited - Nutrilite
- Sa Sa Cosmetic Company Limited

2017 SERVICE & COURTESY AWARD WINNERS



4. 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
- le saunda holdings limited - le saunda
- Sidefame Ltd - Atsuro Tayama

5. Fastfood Category 快餐店組別

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

6. Food Shops Category 食品店組別

- City Super limited - Fusion Deli by city'super
- McDonald's Hong Kong – McCafé

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

- Pricerite Home Limited - Pricerite
- TMF Company Limited - TMF
- Ulferts of Sweden (Far East) Ltd. - Ulferts

8. Gift & Premium Stores Category 禮品及精品店組別

- City Super limited - LOG-ON
- Hongkong International Theme Parks Limited - Hong Kong Disney Merchandise

9. Health & Personal Care Products Category 健康及個人護理產品組別

- Amway Hong Kong Limited
- CATALO Natural Health Foods Limited
- Perfect Resources (HK) Limited

10. Property Management Category 商場/物業管理組別

- K11 Concepts Limited
- 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 - New Town Plaza I
- Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
- Sun Hung Kai Real Estate Agency Limited - Park Central
- Sun Hung Kai Real Estate Agency Limited - Uptown Plaza
- Sun Hung Kai Real Estate Agency Limited - WTC
- Sun Hung Kai Real Estate Agency Limited - Yuen Long Plaza
- Swire Properties Management Limited - Citygate Outlets

11. Public Utilities Category 公共事業組別

- DSG Energy Limited - Shell Gas
- The Hong Kong and China Gas Company Limited - Towngas
- The Hongkong Electric Co., Ltd

12. Quality Living Category 優質家居組別

- BSH Home Appliances Limited – Bosch Home Appliances
- BSH Home Appliances Limited – Siemens Home Appliances
- HKT Limited – Service Centre

13. Restaurants - Chinese Cuisine Category 餐廳 - 中式菜系組別

- Maxims Caterers Ltd., - Plaza Inn's
- Maxims Caterers Ltd., - Peking Garden Restaurant
- Maxims Caterers Ltd., - Maxim's Palace
- Maxims Caterers Ltd., - Chiuchow Garden Restaurant
- Tai Hing Catering Group - Tai Hing Restaurant
- Tai Hing Catering Group - Trusty Congee King

14. Restaurants - Western Cuisine Category 餐廳 - 西式菜系組別

- Pizza Hut Hong Kong Management Limited - Pizza Hut
- Taste of Asia Group Limited – Itamomo

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

- Dah Chong Hong (Motor Service Centre) Ltd. -Dah Chong Hong Motor Service Centre
- The Hong Kong Jockey Club
- UA Cinema Circuit Limited – UA Cinema

16. Specialty Stores Category 專門店組別

- Apple Storage Group Limited - Apple Storage
- Artistic Development Limited - NAIL NAIL
- ClubOne Limited – ClubONE
- Sidefame Ltd - Marimekko
- The Wing On Department Stores (Hong Kong) Limited

17. Telecommunications Category 電訊組別

- CSL Mobile Limited - 1010
- CSL Mobile Limited - csl.
- HKT Limited - HKT
- SmarTone Mobile Communications Limited – SmarTone

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

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

Supervisory Level (136 nominees from 51 brands):

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

- Amway Hong Kong Limited
- Tai Fu Loy Investment Company Limited - TFL
- 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
- The Dairy Farm Company, Limited 牛奶有限公司 - 3hreesixty
- YHY International Investment Incorporation Limited - God's Rainbow

2. Cosmetics Stores & Nutritious Category 化粧及營養補充品組別

- Amway Hong Kong Limited - Artistry
- Sa Sa Cosmetic Company Limited

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

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

4. Fastfood Category 快餐店組別

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

5. Food Shops Category 食品店組別

- Hung's Food Group - Maria's Bakery Co. Ltd
- Kee Wah Bakery Limited - Kee Wah Bakery
- McDonald's Hong Kong – McCafé

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

- Pricerite Home Limited - Pricerite
- TMF Company Limited - TMF
- Ulferts of Sweden (Far East) Ltd. - Ulferts

7. Property Management Category 商場/物業管理組別

- Sun Hung Kai Real Estate Agency Limited - MOKO
- Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
- Swire Properties Management Limited - Cityplaza
- Swire Properties Management Limited - Pacific Place
- Uni-China (Market) Management Ltd. - Leung King Market

8. Quality Living Category 優質家居組別

- BSH Home Appliances Limited – Bosch Home Appliances
- BSH Home Appliances Limited – Siemens Home Appliances
- HKT Limited – Service Centre

9. Restaurants - Chinese Cuisine Category 餐廳 - 中式菜系組別

- East Ocean Gourmet Group - East Ocean Restaurant
- Maxims Caterers Ltd., - House of Jasmine
- Maxims Caterers Ltd., - THE SQUARE
- Maxims Caterers Ltd., - Chiuchow Garden Restaurant
- Maxims Caterers Ltd., - Jasmine
- Tai Hing Catering Group - Tai Hing Restaurant
- Tai Hing Catering Group - Trusty Congee King

10. Restaurants - Western Cuisine Category 餐廳 - 西式菜系組別

- Pizza Hut Hong Kong Management Limited - Pizza Hut
- Taste of Asia Group Limited – Itamomo

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

- Dah Chong Hong (Motor Service Centre) Ltd. -Dah Chong Hong Motor Service Centre
- The Hong Kong Jockey Club

12. Specialty Stores Category 專門店組別

- Apple Storage Group Limited - Apple Storage
- Artistic Development Limited - NAIL NAIL
- ClubOne Limited – ClubONE
- Hongkong International Theme Parks Limited - Hong Kong Disney Merchandise
- The Wing On Department Stores (Hong Kong) Limited

13. Telecommunications Category 電訊組別

- CSL Mobile Limited - 1010
- CSL Mobile Limited - csl.
- HKT Limited - HKT
- SmarTone Mobile Communications Limited – SmarTone

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

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

New Participating Brands Category S&C 新秀組別 (19 nominees from 9 brands)

Junior Frontline Level 基層組別

- Crown Gas Stoves (Holdings) Company Limited
- HKT Limited - NETVIGATOR
- King Bakery Holdings Limited - Ryoyupan Bakery Hong Kong Company Limited
- Oriental Watch Holdings Limited - Oriental Watch
- Stan Group (Holdings) Limited - Club East
- Stan Group (Holdings) Limited - Lafayette - Love Café

Supervisory Level 主管組別

- Cafe de Coral Holdings Limited - Mixian Sense
- High Flyer International Limited - Foodwise
- HKT Limited - NETVIGATOR
- King Bakery Holdings Limited - Ryoyupan Bakery Hong Kong Company Limited
- Oriental Watch Holdings Limited - Oriental Watch
- Stan Group (Holdings) Limited - Club East - Angel & Devil

Social Enterprises Category 社企組別 (9 nominees from 7 brands)

- Christian Action - the olive leaf
- MentalCare Connect Co Ltd - Cheers Gallery
- St. James' Settlement - Green Ladies & Green Little
- Tung Wah Group of Hospitals - iBakery Gallery Café
- Tung Wah Group of Hospitals - Take a Break
- Tung Wah Group of Hospitals - U-Deli HKU
- Tung Wah Group of Hospitals - U-Deli EdUHK

Retail Excellence Award Category 傑出公司策劃大獎 (22 brands)

- BSH Home Appliances Limited - Bosch Home Appliances
- BSH Home Appliances Limited - Siemens Home Appliances
- City Super limited - LOG-ON
- ClubONE Limited – ClubONE
- Crown Gas Stoves (Holdings) Company Limited
- CSL Mobile Limited - csl.
- CSL Mobile Limited - 1010
- Dah Chong Hong (Motor Service Centre) Ltd. - Dah Chong Hong Motor Service Centre
- HKT Limited - HKT
- HKT Limited - Customer Service Center
- Hong Kong Tourism Board
- Pricerite Home Limited - Pricerite
- Prince Jewellery & Watch Company Limited - Prince
- SmarTone Mobile Communications Limited - SmarTone
- Standard Chartered Bank (Hong Kong) Limited - Retail Banking, Hong Kong
- Sun Hung Kai Real Estate Agency Limited - New Town Plaza I
- Sun Hung Kai Real Estate Agency Limited - New Town Plaza III
- Tai Fu Loy Investment Company Limited - TFL
- TMF Company Limited - TMF
- UA Cinema Circuit Ltd - UA Cinema
- VANSFORD CONCEPT LIMITED - 66 Hot Pot
- YHY International Investment Incorporation Limited - God's Rainbow

Credit Card Sponsor



Silver Sponsor



Chinese Newspaper



Exclusive Recruitment Media



ENQUIRY

Website: <http://snc.hkrma.org>

Tel: 2179 9409

Fax: 2866 8380

Email: snc@hkrma.org