



HONG KONG RETAIL MANAGEMENT ASSOCIATION

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2017 SERVICE RETAILERS OF THE YEAR

Gold Award



Silver Award



Bronze Award



CATEGORY AWARD



DATE: 9 August 2018

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

SUBJECT: 2018 Service & Courtesy Award – Result of Phase 1: Mystery Shoppers Assessment
2018 傑出服務獎 – 總決賽入圍名單 (個人)

The Association is pleased to announce the result of Phase 1 : Mystery Shoppers Assessment of the 2018 SERVICE & COURTESY AWARD.

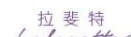
This year, 38 participants scored full marks for 2 times at Mystery Shopper Assessment and would be awarded as ‘Excellent Service Star’ (優質服務之星). The name list would be announced at the Winners’ Announcement Ceremony on 9 October, 2018.

Furthermore, a total of 312 shortlisted candidates including 224 junior frontline and 88 supervisory level staff from over 20 product categories would be recognised as ‘2018-19 Retail Ambassadors’ (零售大使) and officially appointed on 9 October, 2018.

Regarding the Team Awards, 4 brands and 24 brands are qualified to compete for ‘The Potential Brand Awards’ and ‘The Best Team Awards’ respectively.

All shortlisted candidates are required to attend The Final Interview on 20-21 September 2018. Participating companies will be notified individually about the name(s) of the shortlisted nominees as well as the interview date and time by email. Companies of the selected participants are listed as follows:

2017 SERVICE & COURTESY AWARD WINNERS



Junior Frontline Level (224 participants from 62 brands):

1. Bakery Category 麵包西餅店組別

- 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

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

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
- 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 - Uptown Plaza
- Sun Hung Kai Real Estate Agency Limited - WTC
- Sun Hung Kai Real Estate Agency Limited - Yuen Long Plaza

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 – 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 (88 participants from 40 brands):

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

- Amway Hong Kong Limited
- 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
- 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

- Giordano Limited - Giordano
- Giordano Limited - Giordano Ladies

4. Fastfood Category 快餐店組別

- Cafe de Coral Holdings Limited - Café de Coral
- McDonald's Hong Kong
- Pizza Hut Hong Kong Management Limited – PHD

5. Food Shops Category 食品店組別

- 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

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

8. Quality Living Category 優質家居組別

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

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

- 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

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

- 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 (15 participants from 8 brands)

Junior Frontline Level 基層組別

- 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
- Stan Group (Holdings) Limited - Club East - Angel & Devil

Social Enterprises Category 社企組別 (5 participants from 4 brands)

- MentalCare Connect Co Ltd - Cheers Gallery
- Tung Wah Group of Hospitals - iBakery Gallery Café
- Tung Wah Group of Hospitals - Take a Break
- Tung Wah Group of Hospitals - U-Deli HKU

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

1. Dah Chong Hong (Motor Service Centre) Ltd. - Dah Chong Hong Motor Service Centre
2. HKT Limited - NETVIGATOR
3. King Bakery Holdings Limited - Ryoyupan Bakery Hong Kong Company Limited
4. McDonald's Hong Kong – McCafé

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

1. Apple Storage Group Limited - Apple Storage
2. Cafe de Coral Holdings Limited - Café de Coral
3. Chow Tai Fook Jewellery Group Limited - Chow Tai Fook
4. ClubOne Limited – ClubONE
5. Giordano Limited – Giordano
6. HKT Limited – HKT
7. HKT Limited - NETVIGATOR
8. HKT Limited – Service Centre
9. Hongkong International Theme Parks Limited - Hong Kong Disney Merchandise
10. Kee Wah Bakery Limited - Kee Wah Bakery
11. King Bakery Holdings Limited - Ryoyupan Bakery Hong Kong Company Limited
12. McDonald's Hong Kong
13. McDonald's Hong Kong – McCafé
14. Pizza Hut Hong Kong Management Limited - PHD
15. Pizza Hut Hong Kong Management Limited - Pizza Hut
16. Pricerite Home Limited – Pricerite
17. Prince Jewellery & Watch Company Limited - Prince
18. Sa Sa Cosmetic Company Limited
19. SmarTone Mobile Communications Limited – SmarTone
20. Tai Hing Catering Group - Tai Hing Restaurant
21. The Hong Kong Jockey Club
22. The Wing On Department Stores (Hong Kong) Limited
23. TSL Jewellery (HK) Co. Limited - TSL Jewellery
24. YHY International Investment Incorporation Limited - God's Rainbow

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