



QSP Seasonal Award 優質服務計劃季度獎

The Association is pleased to announce the "Service Industry Leaders" and "Service Category Leaders" of the 4th quarter (July to September) of 2018-19 Quality Service Benchmarking Assessment" under "HKRMA Quality Service Programme" (original name: Mystery Shopper Programme).

香港零售管理協會欣然宣佈「2018-19 優質服務計劃 - 優質服務衡量評估」第四季 (7 月至 9 月)的「行業服務領袖」及「組別服務領袖」得獎品牌 (計劃原名為神秘顧客計劃)。

Service Industry Leader 行業服務領袖

The brands that scored the TOP 3 highest overall percentage among all participating retails brands for this period. 是次評審期內於所有參與品牌中整體成績得分最高的首三個品牌。

GOLD AWARD 金獎

CSS
粵港澳滙周生生


英皇鐘錶珠寶
EMPEROR WATCH AND JEWELLERY

La Colline 
Swiss Riviera Beauty Treatment

SILVER AWARD 銀獎

金至尊
3DG Jewellery

BRONZE AWARD 銅獎

周生生 (how Sang Sang)

Service Category Leaders 組別服務領袖

The brand that scored the highest percentage within its own business category during the assessment period.
是次評審期內於所有參與品牌中整體成績得分最高的首三個品牌。

Automobile

汽車組別



Beauty Products / Cosmetics

化粧品店組別



Department Stores

百貨公司組別



Electronic & Electrical Appliances

電子及電器店組別

SONY

Fashion & Accessories

時裝飾物店組別

CHEVIGNON
FRANCE

Fashion & Accessories – High Fashion

高級時裝組別

3.1 PHILLIP LIM

Fashion & Accessories – Sports & Outdoor
Products

運動及戶外用品組別



Fastfood / Restaurants

快餐店 / 餐廳及酒樓組別



Footwear

鞋類組別

Jipi Japa

Furniture & Home Accessories

傢俱及居室用品組別

Ulferts | 歐化傢俬

Health Care Products

健康產品組別

GNC
LIVE WELL

Infant and Child Merchandise

嬰兒及兒童商品組別

萬寧 **mannings** *Baby*

Personal Care Products

個人護理產品組別

mannings *Plus*

Premium Life-Style

高雅•時尚生活品味組別

Lalique

Quality Living

優質家居生活組別

HKT 香港電訊

Retail (Services)

零售(服務)組別


港燈
HK Electric

Shopping Mall

商場組別

cityplaza

PACIFIC PLACE

Specialty Stores – Physical Wellness (Health / Vision)

專門店 - 體健及視光產品組別


尚健維佳
Celki VitalAire
美國醫學界

Specialty Stores - Underwear & Nightwear

專門店 - 內衣及家居服組別

CALVIN KLEIN
UNDERWEAR

Supermarkets

超級市場組別


大昌食品

Telecommunications

電訊產品組別

HKT 香港電訊

Watch & Jewellery

鐘錶及珠寶店組別

CSS
粵港澳港周生生



英皇鐘錶珠寶
EMPEROR WATCH AND JEWELLERY

Well-Being Products

健態生活產品組別

完美
PERFECT