



HONG KONG RETAIL MANAGEMENT ASSOCIATION

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2015 SERVICE RETAILERS OF THE YEAR - GRAND AWARD



DATE: 30 September 2016

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

SUBJECT: 2016 Service & Courtesy Award – Winners Announcement Ceremony
2016 傑出服務獎 – 結果發佈會

CATEGORY AWARD

0/3 baby



ANTEPRIMA WIREBAG



Calvin Klein Jeans

Calvin Klein underwear

CHINESE 中藝 ARTS & CRAFTS
厚德·尊貴·傳承·至臻



La Colline Swiss Riviera Beauty Treatment

LADURÉE Paris

馬寧 mannings



PRINCE太子



STACCATO

GREAT PROGRESS AWARD



The Association is pleased to advise that the 2016 SERVICE & COURTESY AWARD has come to the final stage. Further to the Mystery Shoppers Assessment and Preliminary Interview, 164 nominees out of a total of 514 participants have been selected to the Final Interview to be held on Thursday, 20 October 2016. The list of finalists and the participating companies will be advertised on Hong Kong Economic Times and AM730 on the same day.

The Association will be organizing a Winners Announcement Ceremony on Thursday, 3 November 2016 to announce the results of this year's award winners. We are proud to have invited the Chairman of HKRMA and other key representatives to present the awards to the winners. Details of the event are as follows:

- Date : Thursday, 3 November 2016
- Venue : Rotunda 2, 3/F., KITEC, 1 Trademart Drive, Kowloon Bay (九龍灣國際展貿中心 3 樓 2 號展覽廳)
- Rundown : 10:00 a.m. Welcome Remarks by Chairman of HKRMA
10:10 a.m. Souvenir Presentation to Sponsors
10:20 a.m. Speech by Chairman of 2016 S&C Award Committee
10:30 a.m. Award Presentation
- Individual Award
 - Product Category Award (Junior Frontline & Supervisory Level),
 - Social Enterprise Category,
 - Earn & Learn Student Award,
 - Excellent Service Star
 - Company Award
 - Potential Brand Award,
 - Best Team Performance Award,
 - Best Service Outlet
- 12:30 n.n. Group Photo, End of Event
12:35 p.m. Press Interview to winners
- Fee : Free of charge (10 seats per brand, first-come-first-served)

All members and fellow retailers are welcomed to attend the Winners Announcement Ceremony and witness this exciting moment of truth. **Registration is subject to confirmation by HKRMA on 31 October 2016 via email.**

ENQUIRY Tel: 2179 9408 (Ms. Michelle Li) | Email: snc@hkrma.org

2015 SERVICE & COURTESY AWARD WINNERS



豐澤 FORTRESS



CSL

HKT



le saunda

LENSCRAFTERS



Pricerite 實惠



Calvin Klein Jeans

Calvin Klein underwear



SHISEIDO

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