

優質顧客服務大獎2011

Customer Service Excellence Award 2011

十大中小企業優質顧客服務大獎的目的是肯定和嘉許中小企業在優質顧客服務方面的出色表現。是屆大獎獲香港特別行政區政府工業貿易署中小企業發展支援基金撥款資助。除了進行優質顧客服務大獎外，協會亦舉辦了多次培訓研討會、公司探訪、分享交流會，以及最重要的師友計劃，讓中小企業得以和會員機構交流心得。

The Top 10 SME Customer Service Excellence Award was organized to recognize and reward enterprises with outstanding service performance. The program was supported by the SME Development Fund of Trade and Industry Department. In addition to the award competition, the program comprises training seminars, company visits, best practice sharing, and most of all, a mentorship program that provides a platform for member companies of HKACE to share their experiences of excellent customer service with other SMEs.

評審小組 Judging Panel

評審小組主席 Chairman of Judging Panel



黃鵬緒先生, MH
創會主席
香港中小企商會聯席會議

Mr. Joseph Wong, MH
Founding Chairman
Hong Kong SME Forum

評審小組很鼓舞能見到每個參賽者展示的高質素服務水平。各中小企業皆有出色的方案改善服務質素。透過參與優質顧客服務大獎，中小企業把服務質素一再提升。

Judges were pleased to see the high standards of customer service delivered by the finalists. These SMEs have impressive initiatives to enhance their service quality in reaction to the challenge of economic changes. With the award, SMEs are further encouraged to uplift their service quality to an even higher level.



蘇碧珊女士
助理署長(工商業支援部)
工業貿易署
Ms. Linda PS So
Assistant Director-General
(Industries Support)
Trade and Industry
Department



劉健華博士
榮譽會長兼常務顧問
香港中小企業總商會
Dr. Kevin Lau
Honorable President and
Executive Consultant
The Hong Kong General
Chamber of Small and
Medium Business



陳寶珠女士
執行總監
香港優質顧客服務協會
Ms. Pauline Chan
Executive Director
Hong Kong Association
for Customer Service
Excellence



李騰駿先生
2011總會會長
國際青年商會香港總會
Mr. Timmy Lee
National President 2011
Junior Chamber
International Hong Kong

TOP 10 SME 2011

Customer Service Excellence Award

十大中小型企业 優質顧客服務大獎



Winners List 獲獎名單

(以獲獎機構英文名稱排序 in alphabetical order of Company's name)

- 邱在光合伙會計師行有限公司
C K Yau & Partners CPA Limited

C K YAU & PARTNERS CPA LIMITED
邱在光合伙會計師行有限公司
- 泰美商業科技有限公司
Intimex Business Solutions Co., Ltd.

泰美科技
INTIMEX Since 1997
- 銀禧國際旅遊有限公司
Jubilee International Tour Center LTD.

銀禧 Jubilee
- 壹清潔環境服務有限公司
Magic Clean Environmental Services Limited

Magic Clean
壹清潔 Since 2003
- 創紀之城五期 (啟勝管理服務有限公司)
Millennium City 5
(Kai Shing Management Services Limited)

Millennium City 5
啟勝管理服務有限公司
KAI SHING MANAGEMENT SERVICES LIMITED
- 好安心專業陪月服務有限公司
Mother's Angel Care Service Co. Ltd

好安心
專業陪月
- 太平道寵物診所
Peace Avenue Veterinary Clinic

PAVC
- PLH Fashion Group Limited

PLH Fashion Group
- ProjectEASY International Limited

ProjectEASY
一站式大型裝裱燈箱展覽工程服務
www.projecteasy.com.hk
- 天富苑 (新昌管理服務有限公司)
Tin Fu Court (Synergis Management Services Limited)

天富苑
Tin Fu Court