

TOP 10 SME 2011

Customer Service Excellence Award

十大中小型企业

優質顧客服務大獎



HKACE

香港優質顧客服務協會
Hong Kong Association for
Customer Service Excellence



HKACE AWARD
SME category

費用全免

Objective of the Award

- ◆ To recognize outstanding customer service of SMEs
- ◆ To identify models of good customer service and contribute to Hong Kong's continued growth and competitiveness

Eligibility

- ◆ Manufacturing business which employs fewer than 100 persons in Hong Kong, or a non-manufacturing business which employs fewer than 50 persons in Hong Kong

Adjudication Process and Assessment Criteria

- ◆ Level 1: On-site/Mystery Shopper Assessment (50% of final score)
- ◆ Level 2: Panel Judging (50% of final score)

Assessment Criteria

- ◆ Customer focused, deliver excellent customer service consistently
- ◆ Caring and attend to customer requests promptly
- ◆ Innovative idea and flexible process
- ◆ Team spirit
- ◆ Professional and tidy personal appearance

Mentorship Program

- ◆ Representatives from the past winners of HKACE SME Customer Service Excellence Award and member companies of HKACE will serve as mentors of the applicants for the sharing on customer service practices

Recognition

- ◆ The 10 winners will each receive a trophy
- ◆ Each award winner will be offered a complimentary seat to attend the HKACE Award Presentation Ceremony
- ◆ Award winners can use the award logo for promotional purposes for up to 2 years. The Organizer reserves the right for final approval of logo usage

Program Schedule

- ◆ Application Deadline: 15 Oct 2011
- ◆ Mentorship Program: Oct/Nov 2011
- ◆ Level 1 Assessment: Mid November 2011
- ◆ Level 2 Assessment: End November 2011
- ◆ Result Announcement: December 2011
- ◆ Award Presentation: February 2012

「中小企業發展支援基金」撥款資助

支持機構:



工業貿易署
Trade and Industry Department



“在此刊物上/活動內(或項目小組成員)表達的任何意見、研究成果、結論或建議,並不代表香港特別行政區政府、工業貿易署及中小企業發展支援基金評審委員會的觀點。”

APPLICATION FORM 參賽表格

* Please provide the information in English & Chinese 請提供中英文資料

Name of Company 公司名稱:	_____
Correspondence Address 通訊地址:	_____ _____ _____
Nature of Business 業務性質:	_____
No. of Employees in HK 本港僱員人數:	_____
Name of Person In-charge 負責人姓名:	_____
Position 職位:	_____
Tel 電話: _____	Mobile Phone 手提電話: _____
E-mail 電郵: _____	Fax 傳真: _____
Name of Contact Person 聯絡人姓名:	_____
Title and Mobile Phone 職位及手提電話:	_____
Date 日期:	_____

Feel Free to submit copies of supporting documents with this application form. Submitted copies will not be returned.
申請者可附上參考文件的副本，作為補充資料。所有附件將不獲發還。

All nominations should be submitted by email / by fax / by mail before 15 October 2011.
請把填妥的申請表格於 2011 年 10 月 15 日前以電郵/傳真/郵寄致本會。

E-mail 電郵 : sec@hkace.org
Address : The Secretariat, HKACE, GPO Box 8800, Hong Kong
地址 : 香港優質顧客服務協會，香港郵政總局郵箱 8800 號，秘書處收。

For enquiries, please call: 8100 9978
如有查詢，請致電：8100 9978

According to Personal Data (Privacy) Policy, the information provided will be used for processing the application, award assessment and related matters. All information will be destroyed within 6 months of the announcement of the final result.
根據個人資料(私隱)政策，參賽機構/者所提供的資料，將用於獎項申請、評審及有關的程序。所有資料將於總成績公佈後六個月銷毀。