

2006 CRE Awards official winners



Corporate Categories

Customer Relationship Excellence Outstanding Achievement 2006	DIALOG TELEKOM LTD.
Best Use of Technology of the Year 2006	THE HONGKONG ELECTRIC CO., LTD.
Best Use of Technology of the Year 2006 (IT Integration)	CHAIN SEA INFORMATION INTEGRATION CO., LTD.
Best Use of Technology of the Year 2006 (Hospitality)	CALIFORNIA RED LTD.
Best Customer Experience Management of the Year 2006	SHANGHAI FORTE LAND CO., LTD.
Best Use of Knowledge Management of the Year 2006	DIALOG TELEKOM LTD.
Call Center of the Year 2006	SONY CORPORATION OF HONG KONG LIMITED
Call Center of the Year 2006 (Commercial Market)	WHARF T&T LIMITED
Call Center of the Year 2006 (Consumer Market)	ZTE CORPORATION
Call Center of the Year 2006 (Insurance)	CHINA PACIFIC LIFE INSURANCE CO., LTD. SHANGHAI BRANCH
Consumer Relationship Marketing Service of the Year 2006 (Property Development)	SHANGHAI FORTE LAND CO., LTD.
Consumer Relationship Marketing Service of the Year 2006 (Insurance)	CHINA PACIFIC LIFE INSURANCE CO., LTD. SHANXI BRANCH
Consumer Relationship Marketing Service of the Year 2006 (Hospitality)	CALIFORNIA RED LTD.
Corporate Service Team of the Year 2006	CALIFORNIA RED LTD.
Customer Loyalty Program of the Year 2006	CALIFORNIA RED LTD.
Customer Satisfaction Quality System of the Year 2006 (Property Management)	HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK AND WELL BORN)
Customer Satisfaction Quality System of the Year 2006 (Insurance)	CHINA PACIFIC LIFE INSURANCE CO., LTD. BEIJING BRANCH
Customer Service Center of the Year 2006	DIALOG TELEKOM LTD.
Customer Service Center of the Year 2006 (Insurance)	CHINA PACIFIC LIFE INSURANCE CO., LTD. JILIN BRANCH
High Speed Customer Service of the Year 2006	NEW WORLD TELECOMMUNICATIONS LIMITED
Innovative Technology of the Year 2006	DIALOG TELEKOM LTD.
Integrated Support Team of the Year 2006 (Consumer Market)	SONY CORPORATION OF HONG KONG LIMITED
Integrated Support Team of the Year 2006 (Telecommunications)	HONG KONG BROADBAND NETWORK LIMITED
Outsourcing Team of the Year 2006 (IT Services)	HEWLETT-PACKARD HK SAR LIMITED
Outsourcing Team of the Year 2006 (Contact Center)	CHAIN SEA INFORMATION INTEGRATION CO., LTD.
Outsourcing Team of the Year 2006 (BPO)	WHARF T&T LIMITED
People Development Program of the Year 2006 (Property Management)	HONG YIP SERVICE CO., LIMITED
People Development Program of the Year 2006 (Logistics)	DHL EXPRESS HONG KONG
People Development Program of the Year 2006 (Hospitality)	CALIFORNIA RED LTD.

Individual Categories

CEO of the Year 2006	LOCK KWOK ON, ANTHONY, CALIFORNIA RED LTD.
CRM Director of the Year 2006	DAVID HUANG, CHAIN SEA INFORMATION INTEGRATION CO., LTD.
Customer Service Manager of the Year 2006 (Customer Service Center)	SY CHOI MI YING NANCY, THE HONGKONG AND SHANGHAI BANKING CORPORATION LIMITED
Customer Service Team Leader of the Year 2006 (Customer Service Center)	CHUNG YUK LING, CALIFORNIA RED LTD.
Customer Service Team Leader of the Year 2006 (Contact Center)	NG CHAN KWAN OI WINNIE, THE HONGKONG AND SHANGHAI BANKING CORPORATION LIMITED
Customer Service Professional of the year 2006 (Customer Service Center)	TSE LING, PRICERITE STORES LTD.
Customer Service Professional of the year 2006 (Contact Center)	FAN JUE HUI, FUNNY, HONG KONG BROADBAND NETWORK LIMITED
Merit - Customer Service Manager of the Year 2006	JACK CHAU, CALIFORNIA RED LTD.
Merit - Customer Service Manager of the Year 2006 (Customer Service Center)	HON KIT WAH MANFRED, THE HONGKONG AND SHANGHAI BANKING CORPORATION LIMITED
Merit - Customer Service Manager of the Year 2006 (Customer Service Center)	LAU HOI KIT, PRICERITE STORES LTD.
Merit - Customer Service Manager of the Year 2006 (Customer Service Center)	LIN MUN HUNG DIDI, PRICERITE STORES LTD.
Merit - Customer Service Team Leader of the Year 2006 (Customer Service Center)	WU KAI YUEN KELLY, PRICERITE STORES LTD.
Merit - Customer Service Team Leader of the Year 2006 (Customer Service Center)	CHAN KA MAN CARMAN, PRICERITE STORES LTD.
Merit - Customer Service Team Leader of the Year 2006 (Contact Center)	YU GRACE, DHL EXPRESS HONG KONG
Merit - Customer Service Team Leader of the Year 2006 (Contact Center)	LUO CHENG FENG, DAVID, HONG KONG BROADBAND NETWORK LIMITED
Merit - Customer Service Team Leader of the Year 2006 (Contact Center)	FONG KA YUEN, KENNY, HONG KONG BROADBAND NETWORK LIMITED
Merit - Customer Service Team Leader of the Year 2006 (Contact Center)	MOK, SAU WAN MUSE, NEW WORLD TELECOMMUNICATIONS LIMITED
Merit - Customer Service Team Leader of the Year 2006 (Contact Center)	FION HUANG, WAN LING, WHARF T&T LIMITED
Merit - Customer Service Team Leader of the Year 2006 (Contact Center)	CHAN KIT MUI, EVITA, HUTCHISON TELECOMMUNICATIONS (HONG KONG) LIMITED
Merit - Customer Service Professional of the Year 2006 (Customer Service Center)	CHAN WING SZE WINCY, THE HONGKONG AND SHANGHAI BANKING CORPORATION LIMITED
Merit - Customer Service Professional of the Year 2006 (Customer Service Center)	CHAN SIU SAI, KITTY, HONG KONG BROADBAND NETWORK LIMITED
Merit - Customer Service Professional of the Year 2006 (Customer Service Center)	CHAN WAI YIP ERIC, PRICERITE STORES LTD.
Merit - Customer Service Professional of the Year 2006 (Contact Center)	TSANG WING SHAN BELL, LYRECO (HK) CO., LTD.
Merit - Customer Service Professional of the Year 2006 (Contact Center)	MARY KWAN NGAR SHAN, STANDARD CHARTERED BANK (HONG KONG) LIMITED
Merit - Customer Service Professional of the Year 2006 (Contact Center)	LAU KAI WAH, NEW WORLD TELECOMMUNICATIONS LIMITED
Merit - Customer Service Professional of the Year 2006 (Contact Center)	WENDY KWOK, THE HONGKONG AND SHANGHAI BANKING CORPORATION LIMITED
Merit - Customer Service Professional of the Year 2006 (Contact Center)	LU JIA LI, GELLY, HONG KONG BROADBAND NETWORK LIMITED
Merit - Customer Service Professional of the Year 2006 (Contact Center)	WANG BI XIA, RUBY, HONG KONG BROADBAND NETWORK LIMITED
Merit - Customer Service Professional of the Year 2006 (Contact Center)	JOYCE LIU, YU ZHEN, WHARF T&T LIMITED
Merit - Customer Service Professional of the Year 2006 (Contact Center)	LEUNG KIT SUM, TERESA, HUTCHISON TELECOMMUNICATIONS (HONG KONG) LIMITED
Merit - Customer Service Professional of the Year 2006 (Contact Center)	LEUNG MEI YUK, JENNY, HUTCHISON TELECOMMUNICATIONS (HONG KONG) LIMITED