



FOR IMMEDIATE RELEASE

Asia Pacific Customer Service Consortium Announces Winners of the 18th International Customer Relationship Excellence Awards ~ The Most Important International Awards of its Kind ~

Hong Kong, China – November 13th, 2020 – At the *2020 International CRE Awards Ceremony*, Asia Pacific Customer Service Consortium (APCSC) has announced the list of **Winners** for the *2020 International Customer Relationship Excellence Awards (CRE Awards)*. They are selected through a comprehensive balanced score card of self-assessment benchmarking, business case presentations, mystery calls, CSQS site assessment by the judging panel based on the *International Customer Service Quality Standard (CSQS)*, public webvoting and a final round of judging by a panel of CRE experts. **The goal of the CRE Awards** is to promote service quality and Customer Relationship Excellence in international cities across regions and to recognize governments, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

Dr Bernard Chan, JP, Under Secretary for Commerce and Economic Development, The Government of the Hong Kong Special Administrative Region in his keynote congratulated APCSC and the members, “For nearly two decades, the Asia Pacific Customer Service Consortium (APCSC) has been a driving force in pursuing and promoting customer relationship excellence in all industries. The reputation of our customer relationship practitioners enjoy today is in no small way attributable to the sterling efforts of the Association. The key to success of our customer relationship industries - and for that matter our economy - is our commitment to providing quality services. Our customer-oriented approach makes Hong Kong a popular tourist destination and one of the most robust service economies in the world. Customer relationship excellence is indeed the backbone of our “can-do” spirit and customer-oriented culture. It strengthens Hong Kong’s attractiveness as Asia’s world city. I would like to congratulate all the award winners, for your exemplary service for customers. May I wish APCSC every success in its future endeavours and that APCSC will continue to play a key role in promoting customer relationship excellence.”

Mr. Jason Chu, Chairman of APCSC said, “2020 has been a year of unprecedented challenges globally with the Covid-19 pandemic, trade war, and political unrests around world. For the first time, APCSC had to postpone the CRE Awards Ceremony two times in one year. Today, we celebrate the perseverance, innovation, transformation and achievements of our international CRE Leadership teams in cross industries in Asia Pacific. We are so excited to see the digitalization, adoption of AI, Big Data, and mobile apps to create better customer experience. **“CRE Leaders are Game Changers!** Together with Hong Kong University of Science and Technology (HKUST) APCSC has established the first Hong Kong CRE Index with Big Data input integration ecosystem to enhance customer satisfaction and loyalty insights to further enhance Hong Kong’s competitiveness and opportunities. Today, we celebrate the **18th International CRE Awards** together as if it is our first humble year, as one small group of dreamers and young visionaries. Let’s share the young CRE Vision to fire up in our workplace. On behalf of APCSC and the CRE Awards organizing committee, congratulations to all of you, innovators and game changers, disrupters for Customer Relationship Excellence!”

Mr. Suen Kwok Lam, BBS, MH, JP, Executive Director of Henderson Land Development Co. Ltd. said, “It’s a distinct honor to receive the CRE Awards for 18 consecutive years, and we are pleased to be awarded ‘Corporate Environmental Leadership of the Year’ & ‘Corporate Service of the Year’ by the APCSC. ‘Henderson Land Group Property Management Department (Hang Yick & Well Born)’ has been achieving numerous ‘CRE Awards’ in Customer Services and other achievements over the years. These achievements have fully manifested our continuous commitment to strive for excellence in premium property management services. It not only served as a proof of customer’s recognition, but also a great encouragement to motivate us to attain even better performance. Henderson Land Group Property Management Department will be upholding its management philosophy – ‘Interactive Services for Quality Management’ in the future. APCSC keeps up the market by launching different categories of CRE Awards to motivate the corporates to develop in different aspects should be esteemed.”

Ms. Gwen Wang, Vice President, China Customer Service of DHL-Sinotrans International Air Courier Ltd. said, “Great thanks for the recognition from APCSC for such a great honor we have ever had. CRE Awards competition, CSC activities, training programs and high evaluation standards always impress us! Despite an extraordinary challenging year, we actively participated in the awards evaluation and competition, so it is a special moment for us all. We are becoming better and better, learning and growing together with the association, and actively helping service development with AP CSC. Sure thing, we keep our learning and improving faster than ever before with AP CSC. On this good-to-great journey, we may enjoy, contribute and build strong trust. We will firmly put AP CSC CSQS standards into the real practice that is great to our business, our customers and our partners. Once again, thank you so much for the recognition.”

Mr. Raymond Choi, General Manager (Customer Services) of HK Electric said, “HK Electric has been serving Hong Kong for more than 125 years, with a proud heritage of providing a safe and highly reliable electricity supply at an affordable price to our customers on Hong Kong and Lamma Islands. Since 1997, our supply reliability rating has been maintained at over 99.999% – one of the best records in the world. We are committed to providing quality service for our customers, and strive to be customer-focused, service-oriented and caring in the way we serve. We are honoured to have won the 'Public Service of the Year (Public Utility)' Award for 12 consecutive years and eight individual awards in the APCSC CRE Awards. These awards recognise our efforts in pursuing service excellence. We will continue to listen closely to our customers and to serve them better with innovative ideas and advanced technology.”

Mr. Chee Choong Ng, Senior Vice President and Managing Director of DHL Express Hong Kong and Macau said, “The consecutive wins in CRE awards are true testaments to our commitment to achieving the highest level of service quality that our customers have come to expect, even in trying times. We take pride in our dedicated teams who resiliently fulfill their duties with dedication and excellence amid the pandemic. We will continue to offer best-in-class service to help our customers grow their business and support their business operations, with the support of our global network.”

Ms. Sally Wan, Chief Executive Officer of AXA Hong Kong and Macau said, “It is our great honour to receive the CRE Awards from APCSC this year. At AXA Hong Kong, meeting customer needs is our core focus. We are committed to transforming ourselves from being a payer to partner for our customers and enhancing the end-to-end customer experience, making insurance simpler and more personal.”

Mr. Bruce Lam, Managing Director for Consumer Mobile of CSL Mobile Limited said, “On behalf of CSL Mobile Limited, I wish to thank the Asia Pacific Customer Service Consortium for recognizing our efforts in constantly striving for customer service excellence. I would also like to thank each member of our team for his/her outstanding work and remarkable contribution. We are hugely grateful to our customers for their appreciation of CSL’s commitment to service excellence, while recognizing our industry leadership and reputation for innovation. We will continue to focus sharply on earning loyalty by seizing every opportunity to improve the overall customer experience and upholding an unswerving determination to succeed.”

Ms. Zhang Ping, Marketing Vice President of China Telecom Global Ltd. said, “CTG is very honored to have our Contact Centre receiving the Corporate Award of The Global Support Service of the Year as well as 11 members of our staff receiving Individual Awards in the categories of Customer Service Manager, Customer Service Team Leader and Customer Service Professional. These Awards are a valuable recognition of our commitment to lead the market for customer experience and advocacy. As one of the world’s leading integrated information service provider, we always uphold our service principle and are committed to our motto – Customer First, Service Foremost. These award does not only recognize the quality service of our frontline professionals, it also acknowledges CTG’s commitment in customer service, staff training and development. As a leader in the telecommunication market, we will continue to strive for better customer service, and actively promote professionalism in telecom industry. We would like to offer our special thanks goes to APCSC for providing this professional platform for experience exchange and benchmarking among service leaders across industries. CTG’s participation in the CRE Awards is a promise and a drive for us to continuously strive for superior experience for our customers.”

Ms. Nara Kann, Chief Client Officer of Manulife (Cambodia) Plc. said, “At Manulife, our mission is to help people make decisions easier and lives better. Since we started our operation in 2012, we have a clear commitment to help build a healthier and better financial future for Cambodian families. It is an honor to receive these 2 international awards, ‘Best Corporate Brand of the Year 2020’ and ‘Corporate Social Responsibility Leadership of the Year 2020.’ These awards reflect our strong commitment and dedication in building trust and public awareness about life insurance and continuous support for our local communities through our sponsorship and community programs. Receiving these awards will further encourage us to continue to be a customer-centric organization and to invest in programs that address broader social needs. I would like to thank our customers, business and community partners, and the Ministry of Economy and Finance of Cambodia for the support and trust in us so far. I also want to thank the Cambodia team for their commitment and dedication in making every day better for our customers and the community.”

Mr. Shao Yang, Director, Global Customer Service Center of China Telecom Shanghai Network Operation and Maintenance Center said, “China Telecom Shanghai Network Operation and Maintenance Center (Global Customer Service Center) is always committed to providing the highest standard of communication services and excellent customer services to our customers. We are very honored to be selected as “Integrated Support Team of The Year (Telecommunications)” for six consecutive years. The award recognizes our continual efforts and improvements in customer services over the years. In addition, our team has received a total of four individual awards. The achievements well demonstrate the dedicated efforts of our frontline team in delivering premier services. All these prestigious accolades provide further impetus for us to work and serve customers better. At China Telecom Shanghai Network Operation and Maintenance Center, we will continue to enhance our services to meet or even to exceed our customers’ expectations.”

Mr. Tao Zhang, Vice President, Overseas Mobility Business Department of China Telecom Global Ltd said, “We are honored to be awarded the 'Contact Center of the Year' and two individual awards for three consecutive years in the 'Customer Relationship Excellence' competition sponsored by the APCSC this year. This is the great recognition of our unremitting efforts from the experts and judges in our industrial, which inspired the morale of our team as well as

highlighted our high reputation and competitiveness in the very competitive international market environment. We focus on our customers, providing our best service for them. And we are people-oriented, focusing on the combination of the company development and our employees' development. In the future, we will continue to improve the quality of customer service, enhance customer service capabilities and strive to achieve the goal that costumers always choose our service confirmedly."

Mr. Joseph Wai, Executive Chairman of Teleperformance said, "Teleperformance is honoured to be recognized by the prestigious CRE Awards and awarded 'Contact Center of the Year'. This is a high recognition of our continued focus on delivering customer centric solutions and experiences which ultimately benefit our client brands. For over 40 years across the world, Teleperformance has been learning from each and every interaction, serving many different countries and segments, because each one is unique; especially this year, COVID-19 has brought huge impact and pressure on a global scale, fortunately, our Cloud campus solution can continue to provide services and supporting to our customers, so that end users have a good customer experience Thank you to APCSC for recognizing these efforts and the value this create for our customers. For us, each interaction needs to be treated as unique. We make a difference in people's lives. We constantly invest in research and development to get a deeper understanding of customers' thoughts, behaviors, and needs, across different countries, industries, channels, and generations."

Ms. Christine Choi, CEO of M&S Asia said, "The Al-Futtaim Group always puts customer at the heart of everything we do. We are passionate to achieve extraordinary results by delighting our customers through the vision of Respect, Integrity, Collaboration and Excellence. Since the acquisition of the Marks & Spencer franchise in Asia, Al-Futtaim strives to provide customers with exceptional services and the best product offerings, whilst delivering the promise of making EVERY moment special for EVERY customer EVERY time. Not only does the company encourage staff to listen to customers' needs, employees are given the trust and freedom to go the extra mile and deliver personalized services and special moments to customers. Frontline employees are the brand ambassadors and a direct representation to our service philosophy. We're honoured that our colleagues' efforts and performances are recognized by the APCSC CRE Awards Committee and won 8 individual awards in this year's Customer Relationship Excellence Awards programme."

Mr. Cheng Siak Kian, Ag CEO of SBS Transit said, "Everything we do at SBS Transit is for our customers. We want to ensure not just their safety and comfort when they travel on our buses and trains, but also bring a smile to their faces if we can. This is why we have a service excellence road map to cover values, standards, training, and also a rewards and recognition programme. Susan, Xiaohong and Azim demonstrate the quality of our CARES (Caring, Reliable, Safe and Secure) service and I congratulate them on winning the award."

Ms Grace Liang, Head of Retail and Telebet at The Hong Kong Jockey Club said, "It is a great honour to have several colleagues from our Retail & Telebet Services Department selected as winners of Customer Relationship Excellence awards (individual). As the provider of Hong Kong's most popular sports entertainment, we continue to work hard to understand, anticipate and meet our customers' needs across multiple segments and channels. Although 2020 was full of challenges, we are proud to continue to uphold a high standard of racing events that continue to bring the entertainment to our customers, and support the various channels that suit customer preference and convenience. We will continue to strive for service excellence and innovation in our service strategy that support the Club's purpose of acting continuously for the betterment of our society. Furthermore, we would like to take this opportunity to express our appreciation to APCSC for connecting with the industry and helping us achieve our customer service goals. We also like to thank our colleagues for their efforts in pursuing customer service excellence over the years."

Mr. Calvin Lee, Director and General Manager of Nan Fung Property Management said, "At Nan Fung Property Management, every team player is encouraged to unleash potential at their role, together making their impacts on establishing a unique team in providing professional property and facility management services. We are proud to see our efforts and dedication to service excellence being recognized by the industry, and the award received at the 18th International CRE Awards from the Asia Pacific Customer Service Consortium (APCSC) this year further asserts our determination on pathing an exceptional customer journey for our customers. On behalf of Nan Fung Property Management, I would like to thank APCSC for the recognition and all the colleagues contributing to this achievement. We, as one team, shall continue to realize our vision of 'We Improve the Quality of Life'."

Ms. Christine Zee, Vice President of Customer Service of CITIC Telecom CPC said, "We are very pleased that Christine Chan from our Customer Support team has won the 'Customer Service Professional of the Year (Service Center)' award. It is a distinct honour to continue our momentum of winning recognition from APCSC for 13 consecutive years. It is also a great encouragement towards our team as our effort in delivering excellent services has been recognized. We will continue to strive for excellence in the industry as the role model of world-class service and innovative technologies. As a leading global local ICT Solutions Partner and Digital Transformation Enabler, our experienced and dedicated team of service professionals will continue to support our customers in achieving higher productivity, agility, cost-efficiency, and ultimately, Digital Globalization by unlocking their digital capabilities and transforming technical potential into real business values."

Mr. Chris Fung, Senior Vice President of Engineering & Services of China Enterprise ICT Solutions Limited (CEC) said, "We are much honored that our team member won 'Customer Service Manager of the Year 2020 (Service Center)' this year. Winning CRE awards for years is a strong testament of our commitment to service excellence and outstanding

performance of front-line staff. As a service-driven ICT service provider, CEC is renowned for high standard of professional service in the industry and always striving to offer a comprehensive range of innovative solutions to customers through advanced technologies, internationally and domestically certified operations processes and well-established network infrastructure. We would also like to take this opportunity to thank APCSC for their long-term dedication in promoting customer relationship excellence. Moving forward, we will continue to devote our best efforts in providing high quality and extensive services to customers to exceed their expectations.”

Mr. Gregory Au-Yeung, Senior Advisor of Fudan University said, “It is a privilege to receive such a prestigious award. Technology has always played a pivotal role in the business world across industry through computation and automation that subsequently save cost and increase productivity. Thanks to the last ten years of explosive technology advancement, which has accelerated how company operates, people engage, and challenge our conventional wisdom. With the rise of artificial intelligence, blockchain, cloud computing, and big data. Many of the unthinkable is made possible. All of these technology changes allow creation of new products and services which have direct positive impact to our consumers. More and more, technology embeds in our daily lives without us realizing it. This is the true power of technology.”

The 2020 International CRE Awards winners for different categories are:

Corporate Categories

Customer Relationship Excellence - Outstanding Achievement 2020

DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Global Support Services of the Year 2020 (Logistics)

DHL EXPRESS (HONG KONG) LIMITED

Global Support Services of the Year 2020 (Telecommunications)

CHINA TELECOM GLOBAL LIMITED

Employee Engagement Program of the Year 2020

HANG LUNG PROPERTIES LIMITED

Best Corporate Brand of the Year 2020

MANULIFE (CAMBODIA) PLC

Public Service of the Year 2020

THE HONGKONG ELECTRIC CO., LTD.

Corporate Social Responsibility Leadership of the Year 2020

MANULIFE (CAMBODIA) PLC

Corporate Environmental Leadership of the Year 2020

HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK AND WELL BORN)

Corporate Employer of the Year 2020

CSL MOBILE LIMITED

Customer Engagement Program of the Year 2020

AXA HONG KONG AND MACAU

Best Customer Experience Management of the Year 2020 (Insurance)

AXA HONG KONG AND MACAU

Best Customer Experience Management of the Year 2020 (Logistics)

DHL EXPRESS (HONG KONG) LIMITED

Best Customer Experience Management of the Year 2020 (Mobile)

CSL MOBILE LIMITED

Contact Center of the Year 2020 (Outsourcing Service China – Above 3000 Seats)

TELEPERFORMANCE IN CHINA

Contact Center of the Year 2020 (Logistics – Under 1000 Seats)

DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Contact Center of the Year 2020 (Logistics – Under 300 Seats)

DHL EXPRESS (HONG KONG) LIMITED

Contact Center of the Year 2020 (Mobile – Under 300 Seats)

CSL MOBILE LIMITED

Contact Center of the Year 2020 (Insurance – Under 200 Seats)

AXA HONG KONG AND MACAU

Contact Center of the Year 2020 (Telecommunications – Under 50 Seats)

CHINA TELECOM GLOBAL LIMITED (CTEXCEL)

Customer Satisfaction Quality System of the Year 2020

AXA HONG KONG AND MACAU

People Development Program of the Year 2020 (Property Management)

HANG LUNG PROPERTIES LIMITED

People Development Program of the Year 2020 (Logistics)

DHL EXPRESS (HONG KONG) LIMITED

Online Customer Service of the Year 2020

DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Corporate Service of the Year 2020

HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK AND WELL BORN)

Integrated Support of the Year 2020

CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

High Speed Customer Service of the Year 2020

DHL-SINOTRANS INTERNATIONAL AIR COURIER LTD.

Best Use of Technology of the Year 2020

H-PRIVILEGE LTD.

Innovative Technology of the Year 2020

AXA HONG KONG AND MACAU

Individual Categories

CRM Director of the Year 2020

GREGORY AU-YEUNG, SHANGHAI FUDAN UNIVERSITY

Project Manager of the Year 2020 (Network Communications)

ANNIE LEE MAN YEE, CHINA TELECOM GLOBAL LIMITED

Project Analyst of the Year 2020 (Entertainment)

CHRISTINE CHAN MAN YIN, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES DEPARTMENT

Customer Service Manager of the Year 2020 (Entertainment – Contact Center)

EDWARD TSE KIN MING, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES DEPARTMENT

Customer Service Manager of the Year 2020 (Insurance – Contact Center)

CANDY CHAN LAI HAR, AXA HONG KONG AND MACAU

Customer Service Manager of the Year 2020 (Mobile – Contact Center)

GILL WONG CHUN KEUNG, CSL MOBILE LIMITED

Customer Service Manager of the Year 2020 (Insurance – Service Center)

SYLVIA CHENG WAI SZE, AXA HONG KONG AND MACAU

Customer Service Manager of the Year 2020 (Network Communications – Service Center)

TONY JIAN YI CONG, CHINA ENTERPRISE ICT SOLUTIONS LIMITED

Customer Service Manager of the Year 2020 (Retail Service – Service Center)

BRYAN CHAN KWUN CHUNG, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Customer Service Manager of the Year 2020 (Insurance – Technical Center)

ERIC CHENG CHI HO, AXA HONG KONG AND MACAU

Customer Service Manager of the Year 2020 (Insurance – T & D Center)

JACKIE NG PO KWAN, AXA HONG KONG AND MACAU

Customer Service Manager of the Year 2020 (Mobile – T & D Center)

REX CHOI CHUNG HO, CSL MOBILE LIMITED

Customer Service Analyst of the Year 2020 (Entertainment – Contact Center)

SZETO KIM FUNG, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES DEPARTMENT

Customer Service Supervisor of the Year 2020 (Entertainment – Contact Center)

RONALD CHAN KIN PAN, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES DEPARTMENT

Customer Service Supervisor of the Year 2020 (Logistics – Contact Center)

CALVIN LEUNG CHI MAN, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Supervisor of the Year 2020 (Mobile – Contact Center)

BOSCO SIN TING FUNG, CSL MOBILE LIMITED

Customer Service Supervisor of the Year 2020 (Mobile – Sales & Marketing Center)

ZACK LI TAK WAI, CSL MOBILE LIMITED

Customer Service Supervisor of the Year 2020 (Retail Service – Sales & Marketing Center)

CALVIN NG CHI KONG, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Customer Service Supervisor of the Year 2020 (Property Management – Service Center)

GARA NG KA YING, NAN FUNG PROPERTY MANAGEMENT - NAN FUNG TOWER

Customer Service Supervisor of the Year 2020 (Retail Service – Service Center)

MORADA EDEN AVELLANEDA, BACCARAT INTERNATIONAL (PTE) LIMITED – MARKS & SPENCER SINGAPORE

Customer Service Supervisor of the Year 2020 (Mobile – T & D Center)

SHAWN WONG CHUN HO, CSL MOBILE LIMITED

Customer Service Team Leader of the Year 2020 (Entertainment – Contact Center)

RACHEL LEE MEI FONG, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES DEPARTMENT

Customer Service Team Leader of the Year 2020 (Insurance – Contact Center)

LAU SHAWN HON, AXA HONG KONG AND MACAU

Customer Service Team Leader of the Year 2020 (Mobile – Contact Center)

ALEX LEE KING HONG, CSL MOBILE LIMITED

Customer Service Team Leader of the Year 2020 (Public Utilities – Contact Center)

SUKI LI SHUK YAN, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Team Leader of the Year 2020 (Retail Service – Sales & Marketing Center)

OSCAR YEUNG TSZE SUN, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Customer Service Team Leader of the Year 2020 (Insurance – Service Center)

FANNY NG SAU FONG, AXA HONG KONG AND MACAU

Customer Service Team Leader of the Year 2020 (Network Communications – Service Center)

SIMON WU WEI, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Customer Service Team Leader of the Year 2020 (Retail Service – Service Center)

WINNIE LEONG FONG HAR, BACCARAT INTERNATIONAL (PTE) LIMITED – MARKS & SPENCER SINGAPORE

Customer Service Team Leader of the Year 2020 (Transportation – Service Center)

SUSAN HON POOI FUN, SBS TRANSIT LTD

Customer Service Team Leader of the Year 2020 (Entertainment – Technical Center)

KENNEDY HO CHI KONG, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES DEPARTMENT

Customer Service Team Leader of the Year 2020 (Network Communications – Technical Center)

JACKY YUNG WAI KEUNG, CHINA TELECOM GLOBAL LIMITED

Customer Service Team Leader of the Year 2020 (Entertainment – T & D Center)

FLORA TSANG HIU HA, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES DEPARTMENT

Customer Service Team Leader of the Year 2020 (Insurance – T & D Center)
SHARON KO SAU WAN, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2020 (Insurance – Contact Center)
JOE NG CHUNG YIN, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2020 (Logistics – Contact Center)
KATIE HO KA TI, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Professional of the Year 2020 (Mobile – Contact Center)
WONG VIVIAN, CSL MOBILE LIMITED

Customer Service Professional of the Year 2020 (Network Communications – Contact Center)
CHERRY LI SHI, CHINA TELECOM GLOBAL LIMITED

Customer Service Professional of the Year 2020 (Public Utilities – Contact Center)
WINNIE WONG YIK YUE, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2020 (Mobile – Sales & Marketing Center)
YVONNE WONG PUI YEE, CSL MOBILE LIMITED

Customer Service Professional of the Year 2020 (Insurance – Service Center)
CHAN MAN TIN, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2020 (Mobile – Service Center)
GAO JUN, CHINA TELECOM GLOBAL LIMITED (CTEXCEL)

Customer Service Professional of the Year 2020 (Network Communications – Service Center)
CHRISTINE CHAN YUEN, CITIC TELECOM INTERNATIONAL CPC LIMITED

Customer Service Professional of the Year 2020 (Public Utilities – Service Center)
KITMAN WONG KIT MAN, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2020 (Retail Service – Service Center)
JACKIE LEE CHI YING, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Customer Service Professional of the Year 2020 (Transportation – Service Center)
LI XIAO HONG, SBS TRANSIT LTD

Customer Service Professional of the Year 2020 (Mobile – T & D Center)
WILLIAM FONG MAN FAI, CSL MOBILE LIMITED

Customer Service Professional of the Year 2020 (Network Communications – Technical Center)
CAROLINE ZENG XUE JIAN, CHINA TELECOM GLOBAL LIMITED

Customer Service Professional of the Year 2020 (Public Utilities – Technical Center)
LEE YEE LOI, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2020 (Insurance – Technical Center)
YIKO LIU YIN HEI, AXA HONG KONG AND MACAU

Merit Certificate Project Manager of the Year 2020
SARAH LAI SUET WA, CHINA TELECOM GLOBAL LIMITED

Merit Certificate Customer Service Manager of the Year 2020 (Contact Center)
OSCAR CHAN WING KAU, CSL MOBILE LIMITED

Merit Certificate Customer Service Supervisor of the Year 2020 (Contact Center)
CAROLINE CHEUNG SHUK MAN, CSL MOBILE LIMITED

Merit Certificate Customer Service Supervisor of the Year 2020 (Service Center)
JESSICA WONG WING SZE, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Merit Certificate Customer Service Team Leader of the Year 2020 (Contact Center)
IAN WONG YIK HANG, CSL MOBILE LIMITED

Merit Certificate Customer Service Team Leader of the Year 2020 (Contact Center)
PAGE NG KA YIU, CSL MOBILE LIMITED

Merit Certificate Customer Service Team Leader of the Year 2020 (Service Center)
JOY XU XI, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Merit Certificate Customer Service Team Leader of the Year 2020 (Service Center)
SAM CHEN YUAN, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Merit Certificate Customer Service Team Leader of the Year 2020 (Service Center)
STEVEN CAI XIAO FENG, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
CHEUNG SIU FAI, THE HONGKONG ELECTRIC CO., LTD.

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
VINCA LAU WING KWAN, THE HONGKONG ELECTRIC CO., LTD.

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
CORA TSANG MEI FUNG, CSL MOBILE LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
EMILY CHEUNG KA MAN, CSL MOBILE LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
KING CHOI HO YIN, CSL MOBILE LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
MARY LAI WING YEE, CSL MOBILE LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
HAILEY MAN YUK FONG, CSL MOBILE LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
JENNY KOT SUI KUEN, CSL MOBILE LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
NICK LAU SAI TO, CSL MOBILE LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)
PATRICIA LEE KA PO, DHL EXPRESS (HONG KONG) LIMITED

Merit Certificate Customer Service Professional of the Year 2020 (Contact Center)

JIANG XIAO, CHINA TELECOM GLOBAL LIMITED (CTEXCEL)

Merit Certificate Customer Service Professional of the Year 2020 (Service Center)

AMY LEUNG YIN HAR, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Merit Certificate Customer Service Professional of the Year 2020 (Service Center)

ABDUL AZIM BIN ABDUL AZIZAM, SBS TRANSIT LTD

Merit Certificate Customer Service Professional of the Year 2020 (Technical Center)

WONG WING KAN, THE HONGKONG ELECTRIC CO., LTD.

Merit Certificate Customer Service Professional of the Year 2020 (Technical Center)

CHENG KING KWOK, THE HONGKONG ELECTRIC CO., LTD.

Past CRE Awards winners, market leaders are invited to speak at the **APCSC International CRE & CSQS Leadership Summit with CEO Luncheon and CXO Forums** on November 13, 2020. The Leadership Summit is an International Conference for leading companies to exhibit and showcase CRE, CEM, CSQS, Innovation, AI, Big Data, Innovative Technology and CRM best practices, business cases keynote by industry authorities and CXO's from the Customer Relationship Excellence Leadership Community.

International CRE Awards Organizer:

Asia Pacific Customer Service Consortium (APCSC) www.apcsc.com

APCSC is founded with the belief of "*Excellent Customer Relationship Is the Only Way to Sharpen Your Competitive Edge!*" The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across Regions and to recognize and reward governments, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

Customer Service Quality Standard (CSQS)

The International Customer Service Quality Standard, **CSQS** is developed by the Asia Pacific Customer Service Consortium **APCSC**, jointly with the Hong Kong University, **HKU** Research Team. As the assessment criteria of the **International CRE Awards**, CSQS has established a world-class management framework to innovate and transform, strengthen CRE strategies with clearer guidelines for cross function and industry deployment. It has integrated the Balanced Scorecard Management System, customer experience and lifecycle management, employee engagement, and best practices of CRE Awards winners; so as to ensure CSQS set the world class benchmark. CSQS helps firms enhance corporate governance, efficiency, brand loyalty, and move ahead of the competition.

~~~~~  
For Press interviews, **APCSC CRE & CSQS Leadership Summit, CRE Awards promotion and sponsorship, International Customer Relationship Excellence & Innovation Expo Awards**, please contact Ms. Lau via tel: (852) 2174 1428. enquiry@apcsc.com. You can also obtain more information through Sina Weibo: weibo.com/apcsc, Youtube/Google+/Facebook: Asia Pacific Customer Service Consortium, Twitter: CREAwards, LinkedIn: Jason Chu APCSC, QQ: 2303712688, WeChat: APCSC\_CRE.