



FOR IMMEDIATE RELEASE

**Hong Kong & Asia Pacific Customer Service Consortium Announce Winners of the
20th International Customer Relationship Excellence Awards
~ The Most Important International Awards of its Kind ~
《 HKCSC & APCSC 25th Anniversary 》**

Hong Kong, China – November 11th, 2022 – At the *2022 International CRE Awards Ceremony*, **Hong Kong & Asia Pacific Customer Service Consortium (HK & AP CSC, The Consortium)** have announced the list of **Winners** for the *2022 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) 18.0*, 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.

Mr. Jason Chu, Chairman of HK & AP CSC said, “On behalf **The Consortium**, I would like to thank the HKSAR Government officials, our members and friends from the *International CRE Leadership* community across business sectors, for their congratulation notes on the 25th Anniversary of HK & AP CSC for your long time support, encouragement, and congratulations! We also would like to thank our **Guests of Honor and Awards Presenters: Professor Francis Law, Chairman of International Dispute Resolution and Risk Management Institute, Ms. Selina Lau, Chief Executive of The Hong Kong Federation of Insurers, and Mr. Mike Mi, Director of China Council for International Investment Promotion**, for their support and congratulation notes to the *HKCSC & APCSC members and Awards winners on the 25th Anniversary*.” **Mr. Jason Chu** continued: “Our International CRE Awards winners are truly industry leaders who are relentless in pursuit of excellence. *CRE Leaders are Innovation Leaders!* Today, we celebrate the perseverance, transformation and achievements of our international CRE Leadership teams in cross industries in Asia Pacific. We are so excited to see the digitalization, automation, AI, Big Data innovation, and mobile apps to create better customer experience. *CRE Leaders are Trailblazers!* The future continues to be a challenging year, however, with the boarder opening and friendly travel policy we look forward to economic revival. *CRE Leaders are Insanely Customer Centric Leaders!* Today, we celebrate the **20th International CRE Awards**. On behalf of APCSC and the CRE Awards organizing committee, congratulations to all of you, innovators, trailblazers, and disrupters for unrelenting Customer Relationship Excellence!”

Mr. Suen Kwok Lam, BBS, MH, JP, Executive Director of Henderson Land Development Co. Ltd. said, “Henderson Property Management Department (Hang Yick and Well Born) has been putting continuous efforts for innovations and improvements to have achieved Corporate Environmental Leadership of the Year (Property Management) and Customer Satisfaction Quality System of the Year (Property Management) presented by the Asia Pacific Customer Service Consortium. These achievements have fully manifested our commitment and dedication to strive for excellence in providing premium property management services. These achievements not only served as a proof of customer’s recognition, but also a great encouragement to motivate us attaining even better performance. Looking forward, Henderson Property Management Department will continue with our management philosophy – ‘Interactive Services for Quality Management’ to achieve even more with our team members. On the other hand, APCSC has been keeping up with the market trends to motivate corporates to develop in different aspects, which should also be highly recognized and respected.”

Mr. Raymond Choi, General Manager (Customer Services) of HK Electric said, “Having powered the homes and businesses of Hong Kong since 1890, HK Electric has set a good track record of providing a safe and reliable electricity supply to customers on Hong Kong and Lamma islands. In 2021, the Company achieved for the second year in a row its world-class power supply reliability rating – over 99.9999% – one of the best records in the world. It is our great honour to have received the “Public Service of the Year (Public Utility)” for 14 consecutive years, as well as 8 other individual awards received from the APCSC CRE Awards – a recognition of our commitment to service excellence and of the efforts we put in to make it happen, year on year. We will continue to exceed customers' expectations and achieve total customer satisfaction by continually enhancing our services.”

Mr. Chee Choong Ng, Senior Vice President and Managing Director of DHL Express Hong Kong and Macau said, “We are proud to receive eight CRE awards this year, recognizing our unwavering pursuit of service excellence amid the increasingly complex challenges in the global supply chain. This award is also a testament to our commitment to Hong Kong as we celebrate our 50th anniversary this year. Insanely Customer Centric Culture is – and has always been – a core part of DHL’s DNA and we are truly thankful to have a dedicated team who embraces this service excellence mindset. The awards will inspire us to advance our service quality and contribute to the city’s recovery.”

Mr. LIM Him Chuan, General Manager of DBS Bank (Taiwan) said, “The bank is committed to provide best-in-class services with RED spirit: Respectful, Easy to deal with, and Dependable. As the World’s Best Digital Bank, we actively extend our service to digital channels and provide seamless banking service to customers. With the iChatBot services on LINE platform, almost all banking services are available for customers to bank on the go amid the pandemic. Moving forward, DBS Taiwan will continue to invest in digital innovation and enable our customers to “Live more, Bank less” as a different kind of bank.”

Mr. Nizam Md Agil, Vice President, Customer Service of DHL Express (Singapore) Pte Ltd. said, “It is a great honor for DHL Express Singapore to be recognized by Asia Pacific Customer Service Consortium, CRE Awards Committee with six group awards in this year’s Customer Relationship Excellence Awards program. I wish to thank the Asia Pacific Customer Service Consortium for recognizing our efforts in constantly striving for customer service excellence. The recognition is a strong evidence of DHL’s unrelenting focus on customer satisfaction. Over the past decade, DHL Express Singapore Customer Service has grown from strength to strength and we pride ourselves at the accelerated transformation in recent years to continue delivering excellence in a digital world. From building a strong foundation to revolutionizing the way we connect with our customers to automating the way our people work, our focus has always been clear – it is our People who drive Growth and Quality. The recognition strengthens our belief in the successful formula.”

Ms. Sally Wan, Chief Executive Officer of AXA Greater China said, “It is our great honour to receive 13 CRE Awards from APCSC this year. These awards are a strong testimonial of our purpose of act for human progress by protecting what matters. All employees in AXA share the same goal of being a lifetime partner of our customers by providing humanised services and solutions to them. At AXA, to be Customer First is one of our core values – all our thinking starts with our customers. At the core of our service commitment is customer experience enrichment and continuous product innovation, which is achieved through actively listening to our customers and leveraging technology and digital transformation. At the same time, we ensure that we are also providing professional service, excellent solutions, and a strong financial foundation for everything we deliver.”

Ms. Chung Lai Kuen, Head of Human Resources of Certis Hong Kong & Macau said, “Great thanks to APCSC for honoring Certis Hong Kong and Macau the Customer Relationship Excellence Awards in the categories of ‘Employee Engagement Program of the Year (Security Management)’ and ‘People Development Program of the Year (Security Management)’. This is a remarkable achievement for us in winning the award for our 2nd consecutive years. Adopting the rapid changes of working environment, we keep striving excellence for our employees and customers, as they are the most valuable assets to us. We engage and develop our employees in innovative ways, ensuring they get the fulfillment and satisfaction at work, equipping them with abundant skills. We provide world-class initiatives to our employees making them feel valued, respected and committed. We also build a transparent career pathway for our employees’ long-term development within Certis, helping them with the growth mindset to achieve their career aspirations. We believe our employees will continue to make Certis stand out the market, build the reputation to attract existing and potential customers and keep being a leading company in the industry. Thank you APCSC for the honoring again.”

Ms. Wu Jing Hong, Marketing Vice President of China Telecom Global Ltd. said, “It is a distinct honour to receive the Award of Global Support Services of the Year (Telecommunications) for ten consecutive years and individual service Awards from APCSC. CTG always commits to our service vision of ‘Customer First, Service Foremost’. We are fully recognized with the Awards achieved this year that each service teams have been delivering hard work and putting effort in customer service perspective. We as a leader, continue to strive for excellent, good quality and professional customer services for building up a service-oriented enterprise in global markets with keen competition environment to fulfill customers’ needs and expectations. CTG would like to deliver a special thanks to APCSC for granting us the CRE Awards which inspires us to enhance customer services continuously.”

Mr. Shao Yang, Director, Global Customer Service Center of China Telecom Shanghai Network Operation and Maintenance Center said, “It is a great honor to be awarded as ‘Integrated Support Team of The Year’ from APCSC. This honor belongs to our Global Customer Service Centre with their unremitting efforts and continuous enhancement, also with customers’ support and recognition. We are glad to have Asia Pacific Customer Service Consortium (APCSC) for providing a great platform and opportunity. We, GCSC has broadened our ‘Service Vision’, deepened our understanding of ‘Service’ and enhanced our ‘Service Commitment’ by sharing ideas and experiences among Telecom industry. We are fully recognized with our effort by achieving the award which inspires us to make continuous enhancement on customer service experience aspect.”

Mr. Yan Shun Li, Global Roaming and Mobility Business Center Deputy Director of China Telecom Global Limited said, “China Telecom CTEExcel has won the ‘Contact Center of the Year’ and two individual awards in the ‘20th International CRE Awards’ competition hosted by the Asia Pacific Customer Service Consortium in 2022. We are deeply honored and encouraged. The judges’ affirmation of our unremitting efforts and development direction also strengthened our confidence and boosted the morale of the team. China Telecom CTEExcel has always adhered to the tenet of ‘customer-oriented and dedicated service’, providing the best quality services, focusing on the combination of enterprise development and personnel training. In the future, we will continue to improve the quality of customer service, pursue excellence, and take meeting and exceeding customer expectations as our long-term goal.”

Mr. Joseph Wai, Executive Chairman of Teleperformance in China said, “Teleperformance is honored to receive the ‘Best Contact Center Awards’ for the 5th consecutive year. Thanks to the APCSC (Asia Pacific Customer Service Consortium) Organizing Committee for hosting and awarding this honor to our company after the thorough assessments. The Core Values of Teleperformance always states as ‘Integrity, Respect, Professionalism, Innovation and Commitment’. Teleperformance adheres to the principle of being people-oriented, valuing the emotions of employees, delivering the outstanding customer experience, and conforming to the strategic transformation in the digital era. Through the global strong resources for internal integration and optimization, forming an excellence process, we can better meet the clients’ needs. The introduction of Cloud Campus, which allows us to respond quickly for the growing needs of our clients during the hard time of COVID-19, and ensure the sustainability of businesses. Teleperformance is continuing to thrive in improving customer experience and providing excellent service. Teleperformance is your trusted BPO (business process outsourcing) partner.”

Ms. Sphere To, Telebet Support Manager of The Hong Kong Jockey Club said, “Telebet’s management philosophy is ‘putting people first’. We truly put our employees at the heart of our business, and we understand that effective employee engagement is one of the major keys to business continuity, thereby supporting the Club’s commitment to society betterment. We would like to take this opportunity to thank Asia Pacific Customer Service Consortium (APCSC) for recognising our commitment and efforts in employee engagement excellence, and to express our gratitude to the management team and Telebet colleagues for their continued contributions and support over the years. ‘Challenge the Status Quo’ – we believe every crisis is an opportunity. With successful employee engagement strategies and strong teamwork, we will continue to excel in customer services and innovation. Though challenges may push us to the limits, we remain determined to overcome any obstacles ahead and continue to support the Club’s purpose – acting continuously for the betterment of our society.”

Ms Grace Ding, Head of Trip.com Global Customer Support Center, Trip.com Group said, “Here at Trip.com Group, we are excited to win this award as we strive to be a reliable, 24/7 companion for our global travellers. As a customer-centric company, we value our customers and continuously prioritise delivering the best services covering the globe.”

Ms Jacque Lim, First VP, Group Head of Operational Excellence, Contact Centre, Group Retail and Channels, Technology & Operations, United Overseas Bank said, “I am honoured to receive the International Customer Relationship Excellence Award for the category CRM Director of the Year 2022. Will like to take the opportunity to extend my appreciation and grateful thanks to the APCSC’s organizing committee, esteemed panel of judges, my company United Overseas Bank, my bosses Peter Vicente and Albert Kho, my family, friends and colleagues for their tremendous guidance and supports. I want to dedicate this award too to all Customer Relationship professionals out there who are working extremely hard to curate the best Customer Experience for all customers especially when borders are reopening back in many countries. This past year has not been easy and all of us have been able to make through by working together in building network and sharing knowledge. Thank you and all of you have been truly amazing!”

Mr. Stephen Rayfield, Managing Director of Marks and Spencer, MENA & Asia said, “Marks & Spencer always puts the customer at the heart of everything we do, and we are passionate about ensuring our fantastic team provide our customers with exceptional products whilst delivering the service promise of making every moment special, every time. Not only do we encourage staff to listen to our customers’ needs, but employees are given the trust and freedom to go the extra mile, deliver personalized service and to make every moment special for our customers. Frontline employees are the M&S brand ambassadors and are a direct representation of our service philosophy. This year is our third year participating the Customer Relationship Excellence Awards programme, and we are honoured that our colleagues’ efforts and service performance continues to be recognized by the APCSC CRE Awards Committee. We are proud to have achieved a 100% win rate, winning 6 individual awards this year!”

Mr. Cheng Siak Kian, CEO of SBS Transit Ltd said, “We are delighted that four of our colleagues - Lye Yun, Siew Huar, Wing Kan and Chong Khen - have been recognised as leading customer service professionals at this Asia Pacific awards. Their achievements are a testament to our customer-centricity culture and an affirmation of our efforts in steering our people towards delivering strong and positive customer experiences for our passengers. Guided by a Customer First focus, we warmly embrace service with a heart and encourage customer inclusivity. Committed towards service excellence, we believe that it is a continual journey, with each day providing new opportunities for us to do even better for our customers because SBS Transit CARES.”

Mr. Joel Chun, General Manager of Customer Services, CITIC Telecom CPC said, “We are thrilled to learn that Stephen Lui and Lisa Zhu from our Customer Services & Support team have won the “Customer Service Manager of the Year (Service Center)” and “Customer Service Analyst of the Year (Service Center)” awards. It is a distinct honor to continue our momentum of winning recognitions from APCSC for 15 consecutive years. The awards are not only a recognition of our team’s effort in delivering excellent services but also a motivational factor for our future efforts. We will continue to provide world-class services to create value for our customers on their digital transformation journey. As a Global Local Intelligent DICT Service Partner, we lead our key markets at the forefront of pioneering DICT development, embracing AI, AR, Big Data, IoT and other cutting-edge disruptive technologies to transform technical potential into real-world value for our customers. Our international localized customer-facing expertise ensures the productivity, agility and cost-efficiency requirements of our customers across the globe, helping them to cope with the challenges of emerging trends and issues in digital globalization.”

The 2022 International CRE Awards winners for different categories are:

Corporate Categories

- CSQS Certified Customer Service Center Level III Strategic Business Unit 2022**
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK & WELL BORN)
- Corporate Environmental Leadership of the Year 2022 (Property Management)**
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK & WELL BORN)
- Global Support Services of the Year 2022 (Telecommunications)**
CHINA TELECOM GLOBAL LIMITED
- Global Support Services of the Year 2022 (Logistics)**
DHL EXPRESS (HONG KONG) LIMITED
- Best Risk Management of the Year 2022 (Banking)**
DBS BANK (TAIWAN)
- Employee Engagement Program of the Year 2022 (Insurance)**
AXA HONG KONG AND MACAU
- Employee Engagement Program of the Year 2022 (Security Management)**
CERTIS HONG KONG AND MACAU
- Employee Engagement Program of the Year 2022 (Logistics)**
DHL EXPRESS (SINGAPORE) PTE LTD.
- Employee Engagement Program of the Year 2022 (Property Management)**
HANG LUNG PROPERTIES LIMITED
- Employee Engagement Program of the Year 2022 (Entertainment)**
THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES
- Public Service of the Year 2022**
THE HONGKONG ELECTRIC CO., LTD.
- Best Customer Experience Management of the Year 2022 (Banking)**
DBS BANK (TAIWAN)
- Best Customer Experience Management of the Year 2022 (Logistics)**
DHL EXPRESS (HONG KONG) LIMITED
- Best Customer Experience Management of the Year 2022 (Property Management)**
HENDERSON LAND GROUP (PROPERTY MANAGEMENT DEPARTMENT) - H-PRIVILEGE LIMITED
- Customer Loyalty Program of the Year 2022 (Logistics)**
DHL EXPRESS (SINGAPORE) PTE LTD.
- Contact Center of the Year 2022 (Outsourcing Service China – 5000 Seats)**
TELEPERFORMANCE IN CHINA
- Contact Center of the Year 2022 (Travel Service – Under 2500 Seats)**
TRIP.COM GROUP
- Contact Center of the Year 2022 (Logistics – Under 300 Seats)**
DHL EXPRESS (HONG KONG) LIMITED
- Contact Center of the Year 2022 (Banking – Under 150 Seats)**
DBS BANK (TAIWAN)
- Contact Center of the Year 2022 (Logistics – Under 100 Seats)**
DHL EXPRESS (SINGAPORE) PTE LTD.
- Contact Center of the Year 2022 (Telecommunications – Under 20 Seats)**
CHINA TELECOM CTEXCEL
- Customer Satisfaction Quality System of the Year 2022 (Logistics)**
DHL EXPRESS (SINGAPORE) PTE LTD.
- Customer Satisfaction Quality System of the Year 2022 (Property Management)**
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK & WELL BORN)
- Customer Service Center of the Year 2022 (Logistics)**
DHL EXPRESS (SINGAPORE) PTE LTD.
- People Development Program of the Year 2022 (Security Management)**
CERTIS HONG KONG AND MACAU
- People Development Program of the Year 2022 (Logistics)**
DHL EXPRESS (HONG KONG) LIMITED
- Integrated Support of the Year 2022 (Telecommunications)**
CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER
- Innovative Technology of the Year 2022 (Logistics)**
DHL EXPRESS (SINGAPORE) PTE LTD.

Individual Categories

- CRM Director of the Year 2022**
JACQUE LIM SEOW KON, UNITED OVERSEAS BANK
- Project Manager of the Year 2022 (Network Communications)**
ALSTON CHEN ZHI MING, CHINA TELECOM GLOBAL LIMITED
- Customer Service Manager of the Year 2022 (Contact Center - Public Utilities)**
ALICE CHOY YUEN YING, THE HONGKONG ELECTRIC CO., LTD.
- Customer Service Manager of the Year 2022 (Sales & Marketing Center - Retail)**
EUNICE LAW YUEN TING, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Customer Service Manager of the Year 2022 (Service Center - Retail)
KYLIE LAM KAM YIN, ALF RETAIL HONG KONG LIMITED - MARKS & SPENCER

Customer Service Manager of the Year 2022 (Service Center - Insurance)
FANNY NG SAU FONG, AXA HONG KONG AND MACAU

Customer Service Manager of the Year 2022 (Service Center - Network Communications)
STEPHEN LUI KAI MAN, CITIC TELECOM INTERNATIONAL CPC LIMITED

Customer Service Manager of the Year 2022 (Technical Center - Insurance)
MICHELLE CHEUNG HUNG YEUNG, AXA HONG KONG AND MACAU

Customer Service Analyst of the Year 2022 (Service Center - Network Communications)
LISA ZHU LISHA, CITIC TELECOM INTERNATIONAL CPC LIMITED

Customer Service Supervisor of the Year 2022 (Contact Center - Insurance)
JOY KIU YAN TING, AXA HONG KONG AND MACAU

Customer Service Supervisor of the Year 2022 (Contact Center - Logistics)
HILDA CHAN YAN TUNG, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Supervisor of the Year 2022 (Contact Center - Entertainment)
KATIE LEE HOI KI, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES

Customer Service Supervisor of the Year 2022 (Sales & Marketing Center - Retail)
YAN XIAYING, BACCARAT INTERNATIONAL PTE LTD (MARKS & SPENCER SINGAPORE)

Customer Service Supervisor of the Year 2022 (Service Center - Retail)
NORNATASHA BINTI ABDUL RAHIM, LITTLES MALAYSIA SDN BHD (MARKS & SPENCER MALAYSIA)

Customer Service Team Leader of the Year 2022 (Contact Center - Insurance)
REX TSUI KWAN KWOK, AXA HONG KONG AND MACAU

Customer Service Team Leader of the Year 2022 (Contact Center - Mobile)
JINGLE GAO JUN, CHINA TELECOM CTEXCEL

Customer Service Team Leader of the Year 2022 (Contact Center - Entertainment)
HEBE LEUNG WING SZE, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES

Customer Service Team Leader of the Year 2022 (Sales & Marketing Center - Retail)
NUR IZYAN IZZATY BINTI HALIDDIN, LITTLES MALAYSIA SDN BHD (MARKS & SPENCER MALAYSIA)

Customer Service Team Leader of the Year 2022 (Service Center - Retail)
FRANCISCO JANINE INDUCIL, BACCARAT INTERNATIONAL PTE LTD (MARKS & SPENCER SINGAPORE)

Customer Service Team Leader of the Year 2022 (Service Center - Network Communications)
OWEN LU LEI, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Customer Service Team Leader of the Year 2022 (Service Center - Transportation)
SEE LYE YUN, SBS TRANSIT RAIL PTE LTD

Customer Service Professional of the Year 2022 (Contact Center - Insurance)
PHILIA WONG LOK TING, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2022 (Contact Center - Mobile)
FEOS ZHOU WEN XUAN, CHINA TELECOM CTEXCEL

Customer Service Professional of the Year 2022 (Contact Center - Network Communications)
GRACE YANG JING ZHEN, CHINA TELECOM GLOBAL LIMITED

Customer Service Professional of the Year 2022 (Contact Center - Logistics)
WAYNE WAN HO YIP, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Professional of the Year 2022 (Contact Center - Public Utilities)
CALVIN CHEUNG TAK KEI, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2022 (Service Center - Insurance)
KATHY TSE WAI KIU, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2022 (Service Center - Network Communications)
STONE SHI YA DONG, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Customer Service Professional of the Year 2022 (Service Center - Transportation)
ALAN LIM SIEW HUAR, SBS TRANSIT RAIL PTE LTD

Customer Service Professional of the Year 2022 (Service Center - Public Utilities)
YANDY KUNG YAN PING, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2022 (Technical Center - Insurance)
ANNIE CHAN CHUI YU, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2022 (Technical Center - Network Communications)
HENRY LAU SIU FUNG, CHINA TELECOM GLOBAL LIMITED

Customer Service Professional of the Year 2022 (Technical Center - Public Utilities)
TANG CHI SHING, THE HONGKONG ELECTRIC CO., LTD.

Merit Certificate Customer Service Manager of the Year 2022 (Technical Center)
DABBIE SO LAI PING, AXA HONG KONG AND MACAU

Merit Certificate Customer Service Team Leader of the Year 2022 (Contact Center)
RAYMOND NG WAI MAN, AXA HONG KONG AND MACAU

Merit Certificate Customer Service Team Leader of the Year 2022 (Service Center)
WONG WING KAN, SBS TRANSIT LTD

Merit Certificate Customer Service Professional of the Year 2022 (Contact Center)
LEMON CHAU LOK MAN, AXA HONG KONG AND MACAU

Merit Certificate Customer Service Professional of the Year 2022 (Contact Center)
OLIVER LI ZHEN, CHINA TELECOM GLOBAL LIMITED

Merit Certificate Customer Service Professional of the Year 2022 (Contact Center)
NANCY CHAN SUK WAI, DHL EXPRESS (HONG KONG) LIMITED

- Merit Certificate Customer Service Professional of the Year 2022 (Contact Center)**
ROY AU KA CHEONG, DHL EXPRESS (HONG KONG) LIMITED
- Merit Certificate Customer Service Professional of the Year 2022 (Contact Center)**
CRYSTAL LAM YUEN, THE HONGKONG ELECTRIC CO., LTD.
- Merit Certificate Customer Service Professional of the Year 2022 (Contact Center)**
KATY NG WING YAN, THE HONGKONG ELECTRIC CO., LTD.
- Merit Certificate Customer Service Professional of the Year 2022 (Service Center)**
RIO NG TING YUE, AXA HONG KONG AND MACAU
- Merit Certificate Customer Service Professional of the Year 2022 (Service Center)**
JULY ZHENG KAI YUE, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER
- Merit Certificate Customer Service Professional of the Year 2022 (Service Center)**
WILL WU TIAN CHENG, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER
- Merit Certificate Customer Service Professional of the Year 2022 (Service Center)**
CHUAH CHONG KHEN, SBS TRANSIT LTD
- Merit Certificate Customer Service Professional of the Year 2022 (Technical Center)**
NADIA BI HAN, AXA HONG KONG AND MACAU
- Merit Certificate Customer Service Professional of the Year 2022 (Technical Center)**
HENRY MAO HIU LAM, CHINA TELECOM GLOBAL LIMITED
- Merit Certificate Customer Service Professional of the Year 2022 (Technical Center)**
LEE YEE LOI, THE HONGKONG ELECTRIC CO., LTD.
- Merit Certificate Customer Service Professional of the Year 2022 (Technical Center)**
WONG WING KAN, THE HONGKONG ELECTRIC CO., LTD.

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.

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For Press interviews, **APCSC CRE & CSQS Leadership Summit, CRE Awards promotion and sponsorship, International CRE Innovation Leadership 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.