

FOR IMMEDIATE RELEASE

**Hong Kong & Asia Pacific Customer Service Consortium Announce Winners of the
~ The Most Important International Awards of its Kind ~
《 HKCSC & APCSC 26th Anniversary 》
21st International Customer Relationship Excellence Awards
and
1st International Greater Bay Area CRE Innovation Leadership Awards**

Hong Kong, China – November 16th, 2023 – At the **2023 International CRE Awards Ceremony, Hong Kong & Asia Pacific Customer Service Consortium (HK & AP CSC, The Consortium)** have announced the list of **Winners** for the **2023 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) 19.0**, 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 the Hong Kong and Asia Pacific Customer Service Consortium said, “On behalf of the **Hong Kong and Asia Pacific Customer Service Consortium**, I would like to thank the government officials of the Hong Kong Special Administrative Region, members and friends of the international CRE Leader community for their congratulatory messages of our 26th Anniversary. Thank you for your long-term support, encouragement, and congratulations! We would also like to thank our award presenters: **Professor Francis Law, Chairman of International Dispute Resolution and Risk Management Institute, Ms. May Keung, President of The Life Underwriters Association of Hong Kong, Dr. Frankie Lam, Chairman of Hong Kong Quality Management Association and Mr. Mike Mi, Director of China Council for International Investment Promotion.** **Chairman Chu** expressed, “Winners of the **International CRE Awards** are responsible industry leaders who relentlessly pursue excellence and innovation. Welcoming a return to normalcy is a top priority! **The 1st International Greater Bay Area CRE Innovation Leadership Awards** aim to accelerate, expand, and integrate win-win opportunities for Hong Kong business and the economic growth of the Greater Bay Area. During this year’s CSQS on-site assessment, many industry leaders took time to participate in corporate social responsibilities such as volunteering and supporting the under-privileged and needy. At the same time, the development of innovative technologies is changing our work landscape and work-life balance. Today, we celebrate the **21st International CRE Awards** and the **1st International Greater Bay Area CRE Innovation Leadership Awards**. On behalf of APCSC and the **CRE Awards Organizing Committee**, congratulations to all you, innovators, trailblazers, and disruptors for your tireless pursuit of outstanding customer relationship service!”

Mr. Suen Kwok Lam BBS, MH, JP, Executive Director, Henderson Land Development Company Limited 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 Corporate Social Responsibility Leadership of the Year (Property Management) presented by the Asia Pacific Customer Service Consortium. These achievements have fully manifested our commitment and dedication to striving for excellence in providing premium property management services. These achievements not only served as 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), HK Electric said, “Having been the power behind Hong Kong since 1890, HK Electric takes pride in its track record of providing a safe and highly reliable electricity supply at an affordable price to customers on Hong Kong and Lamma Islands. It gives us great honour to have received the ‘Public Service of the Year (Public Utility)’ for 15 years in a row, as well as 8 other individual awards received from the APCSC CRE Awards. These recognitions reinforce our commitment to providing good and ever-improving customer services. We will continue to dedicate our efforts to meeting our customers’ needs, as well as going beyond their expectations to achieve total customer satisfaction.”

Mr. Chee Choong Ng, Senior Vice President and Managing Director, DHL Express Hong Kong and Macau said, “Our Insanely Customer Centric Culture has always been one of the most important core values determining our brand strength. The award is a testament to our dedication to delivering the best in logistics and enabling trade amid increasingly complex challenges in the global supply chain. We are very grateful that our employees share our vision of providing exceptional service and keep customers as our top priority. The award honors the hard work, dedication and passion of our employees and consistently delivers our customer promise of “Excellence, Simply Delivered.”

Mr. Y. H. Pang, the Director of Electrical and Mechanical Services Department said, “The Electrical and Mechanical Services Department is greatly honoured to have been recognised by the panel of judges and to have received multiple awards. These accolades serve as a testament to our unwavering commitment to excellence and our dedication to harnessing innovation and technology (I&T) to enhance customer experience. They hold particularly special significance as we celebrate the 75th anniversary of the department this year. Our department has not only safeguarded electrical and mechanical safety in Hong Kong but also fulfilled its role as an “Innovation Facilitator” by promoting the I&T development of the city and developing solutions that benefit our client departments, the E&M trade and the public. Looking ahead, we will continue to leverage our expertise, embrace innovation, and contribute to the city and our country’s development.”

Mr. Wang Hai Zhou, Marketing Deputy General Manager, China Telecom Global Ltd. said, “It is a distinct honor to receive the Award of Global Support Services of the Year (Telecommunications) for eleven consecutive years, and individual service Awards from APCSC. CTG dedicates itself to creating a new ONE CTG global integrated development pattern. By placing HR reformation at the forefront to simulate entrepreneurial spirit to all employees, accelerating business and digital transformation which establishes a comprehensive digital mindset within CTG. At the same time, CTG strives to provide world-class data and technology services through empowering both internally and externally market insights, development, and industry benchmarking to every customer success.”

Ms. Sally Wan, Chief Executive Officer, AXA Greater China said, “It is our great honour to receive the CRE Awards from APCSC this year. This recognition is a testament to our purpose “Act for human progress by protecting what matters”. All employees at AXA Hong Kong & Macau share the same goal of being a lifetime partner of our customers through providing humanised services and solutions to them. At AXA Hong Kong and Macau, Customer First is one of our core values – Catering customer needs is our top priority. Through proactive listening to our customers and technology and digital transformation, we have achieved service enrichment and continuous product innovation. We are dedicated to providing customers with personalised services and excellence solutions, leveraging a solid financial foundation.”

Ms. Liv Lan, General Manager, Customer Service, China Mobile Hong Kong Company Limited said, “CMHK is honored to have participated in the Customer Service Quality Standard (CSQS) organized by the Asia Pacific Customer Service Consortium for the first time. To receive three awards for outstanding customer relationship services is an achievement we’re immensely proud of. The accolades are a sincere appreciation and affirmation of our service excellence demonstrated over the years. As we set our sights on the future, we will remain steadfast in upholding our “customer-centric” service values, and continue to provide efficient, high-quality and exceptional customer experiences while providing our customers with “Heartwarming Service.”

Mr. Peter Chen, Head of Customer Experience and Trust & Safety of SnackVideo said, “Thank you APCSC for awarding SnackVideo this honor. It is a recognition of our team’s unremitting efforts and an affirmation of SnackVideo’s commitment to providing excellent customer service. We appreciate the trust and support of each user, and it is the feedback and suggestions from users that drive our continuous efforts to enhance the user experience. SnackVideo will continue to uphold the philosophy of being customer-centric, providing our users with outstanding and reliable services. Once again, thank you for your support; this award will inspire us to go further and create more enjoyable experiences for our users.”

Mr. Eric Hui, Chief Executive Officer, Zurich Insurance (Hong Kong), said, “We are honored to receive the Contact Center of the Year (Insurance – Under 60 Seats) award and Best Customer Experience Management of the Year (Insurance) award. These remarkable accolades stand as a testament to our unwavering dedication to embracing customer centricity with innovation. At the heart of our exceptional customer service lies our incredible team. We have made substantial investments in creating a well-renovated working environment and upgrading our team’s work devices, empowering them to deliver top-notch service to our customers with utmost efficiency and promptness. Our agility and flexible working arrangements have allowed us to prioritize the wellbeing of our staff while continuously enhance the overall customer experience. Leveraging the power of data analytics, we have gained valuable insights into our customers’ preferences. This enables us to streamline our processes and provide tailored services that cater to their specific demands. Concurrently, we have implemented a comprehensive Transactional Net Promoter Score (TNPS) scheme to monitor and enhance customer experience.”

Mr. Li Yan, CEO & Co-founder of Sichuan Rongcheng Leiming Technology Co., Ltd. said, “I am honored to receive the ‘CEO of the Year’ award. I would like to express my gratitude to the organizing committee of APCSC (Asia Pacific Customer Service Consortium) for hosting this event and bestowing this honor upon me after a rigorous evaluation process. I am delighted to share my joy and sentiments regarding this award. I would like to thank the organizing committee of APCSC for their recognition and affirmation. Additionally, I would like to express my gratitude to my team and all colleagues in the company. Without their collective efforts and support, I would not have achieved this accomplishment. This award holds significant meaning for me. It not only acknowledges me personally but also recognizes the team and company I lead. In this era full of challenges and opportunities, Rongcheng Leiming Technology is committed to building contemporary professional capabilities, providing integrated solutions combining talent and artificial intelligence, facilitating the digital transformation of human capital, enhancing client enterprise management efficiency and risk resilience, and assisting clients and employees in preparing for future challenges. We have been forging ahead on this path. Looking towards the future, I am acutely aware of the great responsibility entrusted to me. We will continue to uphold innovation and excellence, adhering to the customer-first philosophy, and driving the development and progress of the

company. Simultaneously, we will actively shoulder our social responsibilities, give back to society, and create a better life for people. Lastly, I would like to express my gratitude once again to the organizing committee of APCSC for their recognition. This award not only inspires me to continue moving forward but also underscores the weight of my responsibility. With renewed enthusiasm and unwavering dedication, I will lead my team to embrace future challenges and opportunities.”

Mr. Liang Peng, CEO & Co-founder of Sichuan Rongcheng Leiming Technology Co., Ltd. said, “I am honored to receive the ‘CEO of the Year’ award. I would like to express my gratitude to the organizing committee of APCSC (Asia Pacific Customer Service Consortium) for hosting this event and bestowing this honor upon me after a rigorous evaluation process. Over the past few years, our company has encountered numerous challenges and opportunities. As the CEO, I have consistently adhered to a people-oriented management philosophy and embraced the corporate values of ‘customer centricity, integrity and responsibility, entrepreneurship, collaborative win-win, sustainable growth, and pursuit of excellence.’ I believe that only when employees can realize their full potential within a dynamic and innovative team can we propel the company forward. At the same time, we will continue to focus on the growth and development of our employees, providing them with more opportunities and a harmonious working environment to achieve personal fulfilment and contribute to the company’s collective growth. This award not only recognizes me, but also serves as a driving force and inspiration for higher expectations. As the CEO, I will continue to lead the team and actively respond to market changes and challenges. We will continue to promote innovation and development within the company, constantly improving the quality of our services, and providing better solutions to our customers. We aspire to be the most trusted partner and catalyst for success for both our customers and employees, enabling our customers to thrive in fierce competition and empowering talent to continuously evolve in a changing world. Finally, I would like to express my gratitude once again to the organizing committee of APCSC for their recognition. We will continue to persist in our goals, pursue quality, and maintain a positive outlook for the future as we strive to achieve our vision and objectives. Thank you all!”

Ms. Anne Tsoi, Head of HKT Teleservices said, “We are honored to have received the International Greater Bay Area CRE Innovation Leader Awards - Best Omnichannel Technology Project (Teleservices). HKT Teleservices International Limited (HKTT) upholds the values of Agility, Innovative, Integrity and Premium Quality. We are committed to providing innovative, value-oriented customer service solutions for all customers and contact centers. Through continuous innovation and integration of advanced technologies, we assist clients in industry transformation, improving operational efficiency, increasing profitability, and enhancing brand image. We would like to express our gratitude to the APCSC for this award, which not only serves as an encouraging recognition but also provides great motivation for us to continue our journey towards technological excellence.”

Ms. Grace Liang, Head of Retail and Telebet, Hong Kong Jockey Club said, “It is a great honour to have our colleagues from Retail & Telebet Services Department selected as winners of Customer Relationship Excellence Awards (individual). As the biggest customer forefront of the Hong Kong Jockey Club, Retail and Telebet continue to work hard to drive a comprehensive customer experience across multiple segments and channels. 2023 denotes another year of challenges with new normal. We are proud to continue to uphold a high standard of wagering services that suit customer preference, convenience, and strive for service excellence and innovation in our service strategy that supports 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 would like to express our utmost gratitude to our Management Team and all Retail and Telebet teammates. We look forward to another successful year ahead.”

Ms. Gina Wong, CEO & Founder, Make The Right Call said, “We are honored to be awarded the Winner in the category of CRM Director of the Year by Asia Pacific Customer Service Consortium. Thank you APCSC for your great leadership and continuous effort in driving Hong Kong towards being the hub of Service in Asia. Make The Right Call strives to keep its performance by benchmarking itself against industry key indicators, APCSC has definitely set the benchmarking system that lead service providers like us thru the journey of Excellence. By openly demonstrating our knowledge thru professional platforms like APCSC, it provides us an opportunity to grow and improve ourselves within the service industry. APCSC sets the right standards and takes the lead in uplifting the face of Customer Service thru innovations. Thank you & Congratulations APCSC for another successful year.”

Mr. Joel Chun, General Manager of Customer Services, CITIC Telecom CPC said, “We are excited to learn that Jacky Cheng and Benjamin Tsoi from our Customer Services & Support team have won the ‘Customer Service Manager of the Year (Service Center)’ and ‘Customer Service Professional of the Year (Service Center)’ awards. It is a distinct honor to continue our momentum of winning recognition from APCSC for 16 consecutive years. The awards not only recognize the efforts of our team in delivering excellent services but also serve as a motivation for our future endeavors. We remain committed to providing world-class services that create value for our customers on their digital transformation journey. As a Global Local Intelligent DICT Service Partner, we are committed to providing our customers with one-stop-shop ICT solutions with superior quality. We embrace AI, AR, Big Data, IoT, and other cutting-edge technologies to transform technical potential into business value for our customers. With over 20 years of industry experience, we have gained valuable insights into the unique requirements of enterprises. By taking a customer-oriented approach, we deliver tailored services that cater to their specific needs. We are committed to supporting our customers in overcoming the challenges posed by emerging trends and issues in the digital era.”

The 2023 International CRE Awards winners for different categories are:

Corporate Categories

- CSQS Certified Customer Service Center Level III Strategic Business Unit 2023**
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK & WELL BORN)
- Corporate Social Responsibility Leadership of the Year 2023 (Property Management)**
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK & WELL BORN)
- CRE Innovation Leadership of the Year 2023 (Social Media)**
PT. KARYA KREATIF NUSANTARA
- Innovative Technology of the Year 2023 (Mobile)**
CHINA MOBILE HONG KONG COMPANY LIMITED
- Corporate Environmental Leadership of the Year 2023 (Property Management)**
HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK & WELL BORN)
- Global Support Services of the Year 2023 (Telecommunications)**
CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER
- Global Support Services of the Year 2023 (Logistics)**
DHL EXPRESS (HONG KONG) LIMITED
- Employee Engagement Program of the Year 2023 (Property Management)**
HENDERSON LAND GROUP (PROPERTY MANAGEMENT DEPARTMENT) H-PRIVILEGE LIMITED
- Public Service of the Year 2023**
THE HONGKONG ELECTRIC CO., LTD.
- Best Customer Experience Management of the Year 2023 (Telecommunications)**
CHINA TELECOM GLOBAL LIMITED
- Best Customer Experience Management of the Year 2023 (Logistics)**
DHL EXPRESS (HONG KONG) LIMITED
- Best Customer Experience Management of the Year 2023 (Outsourcing Service)**
LEIMING TECHNOLOGY COMPANY LIMITED
- Best Customer Experience Management of the Year 2023 (Insurance)**
ZURICH INSURANCE (HONG KONG)
- Contact Center of the Year 2023 (Mobile - 300 Seats)**
CHINA MOBILE HONG KONG COMPANY LIMITED
- Contact Center of the Year 2023 (Logistics – Under 300 Seats)**
DHL EXPRESS (HONG KONG) LIMITED
- Contact Center of the Year 2023 (Insurance - Under 100 Seats)**
AXA HONG KONG AND MACAU
- Contact Center of the Year 2023 (Insurance - Under 60 Seats)**
ZURICH INSURANCE (HONG KONG)
- Best Use of Knowledge Management of the Year 2023 (Social Media)**
PT. KARYA KREATIF NUSANTARA
- Customer Relationship Marketing Service of the Year 2023 (Mobile)**
CHINA MOBILE HONG KONG COMPANY LIMITED
- People Development Program of the Year 2023 (Logistics)**
DHL EXPRESS (HONG KONG) LIMITED

Individual Categories

- CEO of the Year 2023 (Outsourcing)**
LI YAN, LEIMING TECHNOLOGY COMPANY LIMITED
- CRM Director of the Year 2023 (Outsourcing)**
GINA WONG, MAKE THE RIGHT CALL
- Project Manager of the Year 2023 (Network Communications)**
CAMMY LAI KA YEE, CHINA TELECOM GLOBAL LTD
- Customer Service Manager of the Year 2023 (Contact Center - Public Utilities)**
CHRIS YAU CHO MING, THE HONGKONG ELECTRIC CO., LTD.
- Customer Service Manager of the Year 2023 (Service Center - Insurance)**
CHAN MAN TIN, AXA HONG KONG AND MACAU
- Customer Service Manager of the Year 2023 (Service Center - Network Communications)**
JACKY CHENG YICK SHING, CITIC TELECOM INTERNATIONAL CPC LIMITED
- Account Service Manager of the Year 2023 (Service Center - Network Communications)**
ALITA LI IN, CHINA TELECOM GLOBAL LIMITED
- Customer Service Analyst of the Year 2023 (T & D Center - Insurance)**
RAY TANG CHI WAI, AXA HONG KONG AND MACAU
- Customer Service Supervisor of the Year 2023 (Contact Center - Entertainment)**
KEVIN LI KWOK WAI, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES
- Customer Service Supervisor of the Year 2023 (Contact Center - Insurance)**
DENNIS KWAN TSUN KIT, AXA HONG KONG AND MACAU
- Customer Service Supervisor of the Year 2023 (Contact Center - Logistics)**
KENJI YUEN NOK HANG, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Supervisor of the Year 2023 (Contact Center - Network Communications)
BEN DENG JUN MING, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Customer Service Team Leader of the Year 2023 (Contact Center - Entertainment)
SUKI CHEUNG YUEN MAN, THE HONG KONG JOCKEY CLUB – RETAIL & TELEBET SERVICES

Customer Service Team Leader of the Year 2023 (Contact Center - Insurance)
KENNETH CHENG WAI CHUNG, AXA HONG KONG AND MACAU

Customer Service Team Leader of the Year 2023 (Contact Center - Public Utilities)
BILLY HO WING KWONG, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2023 (Contact Center - Insurance)
PERLIE NG HOI LING, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2023 (Contact Center - Logistics)
CHLOE FUNG CHOI PING, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Professional of the Year 2023 (Contact Center - Network Communications)
JOE ZHANG ZHOU ZHOU, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Customer Service Professional of the Year 2023 (Contact Center - Public Utilities)
SAMANTHA TANG NGA MAN, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2023 (Service Center - Insurance)
KATY WONG YUEN HAN, AXA HONG KONG AND MACAU

Customer Service Professional of the Year 2023 (Service Center - Network Communications)
BENJAMIN TSOI PING YEUNG, CITIC TELECOM INTERNATIONAL CPC LIMITED

Customer Service Professional of the Year 2023 (Service Center - Public Utilities)
KATHERINE CHUI YEE CHIN, THE HONGKONG ELECTRIC CO., LTD.

Customer Service Professional of the Year 2023 (Technical Center - Logistics)
CLEMENT LIEN KAM SUN, DHL EXPRESS (HONG KONG) LIMITED

Customer Service Professional of the Year 2023 (Technical Center - Public Utilities)
CHEUNG LOK MAN, THE HONGKONG ELECTRIC CO., LTD.

Merit Certificate Project Manager of the Year 2023 (Service Center)
KEVIN TSANG HEUNG KIN, CHINA TELECOM GLOBAL LIMITED

Merit Certificate Customer Service Manager of the Year 2023 (Service Center)
CASPER TONG JIE, CHINA TELECOM GLOBAL LIMITED

Merit Certificate Customer Service Manager of the Year 2023 (Service Center)
VINCE WONG KAI TAI, CHINA TELECOM GLOBAL LIMITED

Merit Certificate Customer Service Supervisor of the Year 2023 (Contact Center)
KULA KWOK YEUK TING, AXA HONG KONG AND MACAU

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
AVERY HO YUEN SZE, AXA HONG KONG AND MACAU

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
EDDIE HUNG CHUN CHIU, AXA HONG KONG AND MACAU

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
GENE MUNG CHING SUM, AXA HONG KONG AND MACAU

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
JACKY HUANG JIA HAO, CHINA TELECOM GLOBAL CUSTOMER SERVICE CENTER

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
KANBY YAM LOK KAN, DHL EXPRESS (HONG KONG) LIMITED

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
MIA TAM YIN TING, DHL EXPRESS (HONG KONG) LIMITED

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
CHEUNG SIU FAI, THE HONGKONG ELECTRIC CO., LTD.

Merit Certificate Customer Service Professional of the Year 2023 (Contact Center)
ERIC FU KA YEE, THE HONGKONG ELECTRIC CO., LTD.

Merit Certificate Customer Service Professional of the Year 2023 (Technical Center)
SHERRY CHIK FUNG YEE, DHL EXPRESS (HONG KONG) LIMITED

Merit Certificate Customer Service Professional of the Year 2023 (Technical Center)
WONG WING KAN, THE HONGKONG ELECTRIC CO., LTD.

The 2023 International Greater Bay Area CRE Innovation Leadership Awards winners for different categories are:

Corporate Categories

Best AI Technology Service of the Year 2023 (Government)
ELECTRICAL AND MECHANICAL SERVICES DEPARTMENT, HKSARG

Best AI Technology Service of the Year 2023 (Outsourcing Service)
LEIMING TECHNOLOGY COMPANY LIMITED

Best Blockchain Solutions of the Year 2023 (Government)
ELECTRICAL AND MECHANICAL SERVICES DEPARTMENT, HKSARG

Best Internet of Things Project of the Year 2023 (Government)
ELECTRICAL AND MECHANICAL SERVICES DEPARTMENT, HKSARG

Best Omnichannel Technology Project of the Year 2023 (Teleservices)
HKT TELESERVICES INTERNATIONAL LIMITED

Individual Categories

CEO of the Year 2023 (Outsourcing)

LIANG PENG, LEIMING TECHNOLOGY COMPANY LIMITED

Project Manager of the Year 2023 (Government)

PATRICK SO POK MAN, ELECTRICAL AND MECHANICAL SERVICES DEPARTMENT, HKSARG

Customer Service Manager of the Year 2023 (Contact Center - Government)

SAMANTHA CHENG MAN YEE, ELECTRICAL AND MECHANICAL SERVICES DEPARTMENT, HKSARG

Merit Certificate Project Manager of the Year 2023

GRAHAM LUI, ELECTRICAL AND MECHANICAL SERVICES DEPARTMENT, HKSARG

Merit Certificate Project Manager of the Year 2023

STEVE CHAN HOR YIN, ELECTRICAL AND MECHANICAL SERVICES DEPARTMENT, HKSARG

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.

The 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.