



# HONG KONG RETAIL MANAGEMENT ASSOCIATION

10/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong.  
Tel: 2866 8311 Fax: 2866 8380 Website: [www.hkrma.org](http://www.hkrma.org)

DATE: 14 October 2011

2010 SERVICE RETAILERS OF THE YEAR

MEMORANDUM TO: Members of the Hong Kong Retail Management Association and Fellow Retailers

T S L | 謝瑞麟

SUBJECT: **2011 SERVICE & COURTESY AWARD –  
Winners Announcement Ceremony  
2011 傑出服務獎 – 結果發佈會**



CHEVIGNON



colourliving



giordano/ladies



le saunda



2010 SERVICE & COURTESY AWARD WINNERS

T S L | 謝瑞麟

The Association is pleased to advise that the 2011 SERVICE & COURTESY AWARD has come to the final stage. Further to the Mystery Shoppers Assessment and Preliminary Interview, 172 nominees out of a total of 787 participants have been selected to the Final Interview to be held on Thursday, 20 October 2011. The list of finalists and the participating companies will be advertised on **Hong Kong Economic Times** and **APPLE Daily** on the same day.

The Association will be organizing a **Winners Announcement Ceremony** on **Wednesday, 2 November 2011** to announce the results of this year's award winners. We are proud to have invited the Chairman of HKRMA, Ms. Caroline Mak and other key representatives to present the awards to the winners.

Details of the event are as follows:

- Date** : **Wednesday, 2 November 2011**
- Time** : **10:00 a.m. – 12:15 p.m.**
- Venue** : **Rotunda 2, 3/F., KITEC, 1 Trademart Drive, Kowloon Bay (九龍灣國際展覽中心 3 樓 2 號展覽廳)**
- Language** : **Cantonese**
- Fee** : **Free of charge**

**All members and fellow retailers are welcome to attend the Winners Announcement Ceremony and witness this exciting moment of truth.**

Should you be interested in attending this Winners Announcement Ceremony, please complete and return the attached Registration Form to HKRMA by fax before Tuesday, 25 October 2011. Due to limited seats available, all bookings will be made on first-come-first-served basis.

For any enquiries, please feel free to Ms. Veronica Fan at 2892 2561.



**Deadline 截止報名日期**  
**25 October 2011**

To 致: Hong Kong Retail Management Association  
香港零售管理協會  
10/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong  
香港銅鑼灣禮頓道 33-35 號第一商業大廈 10 樓  
Tel 電話: 2866-8311 Fax 傳真: 2866-8380 Website 網址: www.hkrma.org

**REGISTRATION FORM**  
**登記表格**

**2011 SERVICE & COURTESY AWARD –**  
**WINNERS ANNOUNCEMENT CEREMONY**  
**2011 傑出服務獎發佈會**

**2 November 2011 (Wednesday)**

To register, please complete the following information and return to HKRMA by fax: 28668380 or by email: snc@hkrma.org.

Company:

Contact Person:  
(Mr./Ms.)

Position:

Tel:

Email:

**Name(s) of Brand**

**No. of Seats**  
*(Max. 10 seats per Brand)*

**Waiting List\***

<b>Name(s) of Brand</b>	<b>No. of Seats</b> <i>(Max. 10 seats per Brand)</i>	<b>Waiting List*</b>
_____	_____	_____
_____	_____	_____

***\* Due to limited seats available, all bookings will be made on first-come-first-served basis.  
The above registration is subject to confirmation by HKRMA on 28 October 2011 via email.***

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