

# 顧客服務 *Customer Service*

## 參加表格 Entry Form

截止日期 Deadline : 8 - 6 - 2018

### 參賽第一步 Step 1

建議參賽機構將填妥的參加表格及商業登記副本，於截止日期或以前，傳真或電郵至香港零售管理協會。

It is suggested to fax/ post the Entry Form and Business Registration Copy to the Association before the deadline.

傳真 Fax: (852) 2866 8380 電郵 Email: event@hkma.org

### 第二步 Step 2

一式6份的「顧客服務計劃書」(以主辦機構提供的範本呈交)必須於截止日或以前，以郵寄或送遞方式呈交至香港零售管理協會。

6 copies of the written Customer Service Proposal should be reached the Association on or before the deadline by post or by hand.

地址: 香港銅鑼灣禮頓道33-35號第一商業大廈7樓

Address: 7/F, First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong.

**必須填妥以下各部份 Must complete ALL parts:**

## 第 1 部份 / SECTION 1

參賽公司名稱: \_\_\_\_\_

Company Name: \_\_\_\_\_

參賽品牌/部門: \_\_\_\_\_

Brand Name/Division: \_\_\_\_\_

(如以品牌或部門參賽，必需填寫。Must complete if it is participated by brand or individual division.)

公司主要行政人員或代表之名稱: \_\_\_\_\_

(代表人員職位: \_\_\_\_\_)

Name of Chief Executive or representative of company: \_\_\_\_\_

(Position of representative: \_\_\_\_\_)

地址: \_\_\_\_\_

Address: \_\_\_\_\_

電話 Tel: \_\_\_\_\_ 電郵 Email: \_\_\_\_\_

商業登記號碼 Business Registration No: \_\_\_\_\_

聯絡人姓名: \_\_\_\_\_ 職位: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

電郵 Email: \_\_\_\_\_ 電話 Tel: \_\_\_\_\_

## 第 2 部份 / SECTION 2

1. 參賽機構店舖或顧客服務中心數目 Number of Outlets / Service centres of Participating Company:

\*\*請以試算表格式(Excel)，電郵一份有關貴公司**最新的**店舖或顧客服務中心的名單，列明其所屬地址、電話及辦公/服務時間。  
\*\*Please attach by email of an **up-to-date** list in excel file of your outlets / service centres, including address, telephone numbers and trading/servicing hours.

2. 參賽公司/部門的僱員人數 Number of Employees of participating company/ division: \_\_\_\_\_

3. 服務性質 [如零售、餐飲、銀行] Nature of Service (e.g. Retail, Catering, Banking): \_\_\_\_\_

4. 產品/服務類別 [如時裝、珠寶] Type of Products/ Services (e.g. Fashion, Jewellery): \_\_\_\_\_

### 參賽機構須知 Note to Entrants:

保障個人資料: 作為資料使用者，參賽機構應遵守《個人資料(私隱)條例》(第486章)的規定，保障有關個人資料的私隱。  
Protection of Personal Data: Entrants, as data users, are reminded to comply with the provisions under the Personal Data (Privacy) Ordinance (Cap.486) and to protect the privacy of the personal data concerned.

### 聲明 Declaration:

本人 / 本公司同意遵守所有有關這個獎項的規則，及所有由主辦機構和評審團對「2018香港工商業獎: 顧客服務」一切有關事宜之最終決定。

I hereby agree to abide by all the rules and regulations of the Award and agree that all decisions made by the Organizer and by the panel of judges are final and binding in all respects and matters relating to the 2018 Hong Kong Awards for Industries: Customer Service.

簽署 Signature: \_\_\_\_\_ 職位 Title: \_\_\_\_\_

簽署人姓名 Signed by: \_\_\_\_\_ 日期 Date: \_\_\_\_\_

本公司透過以下途徑得知是次比賽: (可選擇多於一項)

Our company has come to know this competition through the following channel(s): (You may choose more than one item)

Google  Facebook  HKRMA網站 HKRMAWebsite

主辦機構的電郵 Email from the HKRMA  主辦機構的小冊子 Brochure from the HKRMA  宣傳單張 Leaflet

其他公司轉介 Referral: \_\_\_\_\_ (請註明 please specify)  其他 Others: \_\_\_\_\_ (請註明 please specify)