

## ASIA PACIFIC CUSTOMER SERVICE CONSORTIUM 2007 Customer Relationship Excellence Awards

## The 2007 CRE Awards winners



## Corporate Categories

Customer Relationship Excellence Outstanding Achievement 2007	S.W.I.F.T. SCRL
Best Customer Experience Management of the Year 2007 (Banking Service)	RHB BANK BERHAD SINGAPORE
Best Customer Experience Management of the Year 2007 (Credit Card Center)	CUSTOMER CONTACT CENTER OF CHINA CITIC BANK CREDIT CARD CENTER
Best Customer Experience Management of the Year 2007 (Property Management)	GOODWELL PROPERTY MANAGEMENT LIMITED – THE LEGEND AT JARDINE'S LOOKOUT
Best Use of Knowledge Management of the Year 2007 (Internet Service Provider)	CPCNET HONG KONG LIMITED
Best Use of Knowledge Management of the Year 2007 (Telecommunications)	NEW WORLD TELECOMMUNICATIONS LIMITED
Best Use of Technology of the Year 2007 (Insurance)	CHINA PACIFIC LIFE INSURANCE CO., LTD. SHENZHEN BRANCH
Best Use of Technology of the Year 2007 (Internet Service Provider)	CPCNET HONG KONG LIMITED
Contact Center of the Year 2007 (Consumer Market)	CHINA ELITE INFO CO., LTD. (GUANGZHOU)
Contact Center of the Year 2007 (Credit Card Center)	CUSTOMER CONTACT CENTER OF CHINA CITIC BANK CREDIT CARD CENTER
Contact Center of the Year 2007 (Logistics Service)	DHL EXPRESS (HONG KONG) LIMITED
Contact Center of the Year 2007 (Telecommunications)	WHARF T&T LIMITED
Consumer Relationship Marketing Service of the Year 2007 (Property Management)	CITYBASE PROPERTY MANAGEMENT LTD - CONCORDIA PLAZA
Corporate Service Team of the Year 2007 (Property Management)	GOODWELL PROPERTY MANAGEMENT LIMITED
Customer Satisfaction Quality System of the Year 2007 (Property Management)	GRANDEUR PROPERTY MANAGEMENT COMPANY LTD.
Customer Service Center of the Year 2007 (Property Management)	CITYBASE PROPERTY MANAGEMENT LTD – THE CENTER
Field Support Team of the Year 2007 (Insurance)	CHINA PACIFIC LIFE INSURANCE CO., LTD. HEBEI BRANCH
Field Support Team of the Year 2007 (Property Management)	HONG YIP SERVICE COMPANY LTD.
Global Support Services of the Year 2007	S.W.I.F.T. SCRL
High Speed Customer Service of the Year 2007 (Property Management)	CITYBASE PROPERTY MANAGEMENT LTD - CONCORDIA PLAZA
High Speed Customer Service of the Year 2007 (Telecommunications)	NEW WORLD TELECOMMUNICATIONS LIMITED
Innovative Technology of the Year 2007 (Internet Service Provider)	CPCNET HONG KONG LIMITED
Innovative Technology of the Year 2007 (Property Management)	HENDERSON LAND GROUP PROPERTY MANAGEMENT DEPARTMENT (HANG YICK AND WELL BORN)
Integrated Support Team of the Year 2007 (Telecommunications)	WHARF T&T LIMITED
Mission Critical Support Service of the Year 2007	S.W.I.F.T. SCRL
Outsourcing Team of the Year 2007 (Contact Center)	CHINA ELITE INFO CO., LTD. (GUANGZHOU)
People Development Program of the Year 2007 (Property Management)	GOODWELL PROPERTY MANAGEMENT LIMITED
Service Portal of the Year 2007	S.W.I.F.T. SCRL

## Individual Categories

CEO of the Year 2007	STEPHEN HO, CPCNET HONG KONG LIMITED
CRM Director of the Year 2007	JO ANNE NG LOO YEN, RHB BANK BERHAD MALAYSIA
Customer Service Manager of the Year 2007 (Contact Center - Public Service)	CONNIE HUI MEI KWAN, THE HONGKONG ELECTRIC CO., LTD.
Customer Service Manager of the Year 2007 (Customer Service Center - Retail Service)	WONG KING FAN, PRICERITE STORES LIMITED
Customer Service Team Leader of the year 2007 (Contact Center - Logistics Service)	FUNG HUI LUN, DHL EXPRESS (HONG KONG) LIMITED
Customer Service Team Leader of the year 2007 (Contact Center - Public Service)	DOROTHY LEE CHUNG NGA, THE HONGKONG ELECTRIC CO., LTD.
Customer Service Team Leader of the year 2007 (Contact Center - Telecommunications)	KEN CHUNG WAI KAN, NEW WORLD TELECOMMUNICATIONS LIMITED
Customer Service Team Leader of the year 2007 (Customer Service Center - Retail Service)	FUNG LAI YEE, PRICERITE STORES LIMITED
Customer Service Professional of the Year 2007 (Contact Center - Logistics Service)	HENRY KWAN KIN KAY, DHL EXPRESS (HONG KONG) LIMITED
Customer Service Professional of the year 2007 (Contact Center - Public Service)	FION CHEUNG WING SZE, THE HONGKONG ELECTRIC CO., LTD.
Customer Service Professional of the year 2007 (Contact Center - Telecommunications)	CAROLIN FUNG CHUNG KAN, HUTCHISON GLOBAL COMMUNICATIONS LTD
Customer Service Professional of the year 2007 (Customer Service Center - Airport Service)	GARMIT KAUR D/O MAHINDER SINGH, SINGAPORE AIRPORT TERMINAL SERVICES
Customer Service Professional of the year 2007 (Customer Service Center - Banking Service)	SYLVIA VERONICA ADRIANO, MAYBANK SINGAPORE
Customer Service Professional of the year 2007 (Customer Service Center - Boutique Service)	LIZA ADALINA COELHO, WING TAI CLOTHING PTE LTD
Customer Service Professional of the year 2007 (Customer Service Center - Medical Service)	JANET KHOO BENG NEO, O&G CENTRE, SINGAPORE GENERAL HOSPITAL
Customer Service Professional of the year 2007 (Customer Service Center - Public Service)	HOY MAN LIN, SBS TRANSIT LTD
Customer Service Professional of the year 2007 (Customer Service Center - Retail Service)	LAI MAN TAT, PRICERITE STORES LIMITED
Customer Service Professional of the year 2007 (Customer Service Center - Safety and Security Service)	JULIAN ONG TA WEI, SENTOSA LEISURE GROUP
Customer Service Professional of the year 2007 (Customer Service Center - Travel Service)	LIM PEE CHEN, HUP ANN TRAVEL PTE LTD
Merit - Customer Service Manager of the Year 2007 (Contact Center - Telecommunications)	ANN CHEN YU QING, WHARF T&T LIMITED
Merit - Customer Service Manager of the Year 2007 (Customer Service Center - Retail Service)	HO CHI WAI, PRICERITE STORES LIMITED
Merit - Customer Service Team Leader of the Year 2007 (Contact Center - Public Service)	MANGO CHANG FUNG KUEN, THE HONGKONG ELECTRIC CO., LTD.
Merit - Customer Service Team Leader of the Year 2007 (Contact Center - Telecommunications)	AMELIA LI MAN KUEN, WHARF T&T LIMITED
Merit - Customer Service Team Leader of the Year 2007 (Customer Service Center - Retail Service)	GARY YAU KA WAI, PRICERITE STORES LIMITED
Merit - Customer Service Team Leader of the Year 2007 (Customer Service Center - Retail Service)	SAM SUM HIN KWAN, PRICERITE STORES LIMITED
Merit - Customer Service Professional of the Year 2007 (Contact Center - Logistics Service)	JANET CHANG SIU CHU, DHL EXPRESS (HONG KONG) LIMITED
Merit - Customer Service Professional of the Year 2007 (Contact Center - Public Service)	ERIC TANG WAI HUNG, THE HONGKONG ELECTRIC CO., LTD.
Merit - Customer Service Professional of the Year 2007 (Contact Center - Telecommunications)	LO YUET YING, HUTCHISON GLOBAL COMMUNICATIONS LTD
Merit - Customer Service Professional of the Year 2007 (Contact Center - Telecommunications)	KATHY CHAN CHEUK KAN, HUTCHISON GLOBAL COMMUNICATIONS LTD
Merit - Customer Service Professional of the Year 2007 (Contact Center - Telecommunications)	ADA CHEN SIU FONG, NEW WORLD TELECOMMUNICATIONS LIMITED
Merit - Customer Service Professional of the Year 2007 (Contact Center - Telecommunications)	YUKY WAN YUK KAN, NEW WORLD TELECOMMUNICATIONS LIMITED
Merit - Customer Service Professional of the Year 2007 (Customer Service Center - Retail Service)	JOEY CHEUNG SHEUNG KAM, PRICERITE STORES LIMITED