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## NEWS RELEASE

### APCSC Announces the Finalists of 2005 Customer Relationship Excellence Award - The Most Important Asia Pacific Award of its Kind -

Hong Kong, China -- April 24, 2006 -- **The Asia Pacific Customer Service Consortium (APCSC)** has announced the list of **Finalists** for the **2005 Customer Relationship Excellence Award (CRE Award)**. The final assessment for public web voting begins on April 24th. Members of the general public now have the opportunity to place votes for the finalists through APCSC's website ([www.apcsc.com](http://www.apcsc.com)) for one-month period from April 24th to May 24th. APCSC will host the public web voting for customers in Asia Pacific.

The 2005 CRE Award finalists are:-

- *Dao Heng Insurance Company Limited*
- *Eaton Hotel Hong Kong*
- *Hong Kong Broadband Network Ltd.*
- *Hong Yip Service Co. Ltd.*
- *Hysan Property Management Ltd.*
- *New World Telecommunications Ltd.*
- *Pacific Satellite International Ltd.*
- *S.W.I.F.T. srl*
- *The Hongkong Electric Co., Ltd.*
- *Well Born Real Estate Management Ltd.*

"After the first few rounds of assessment, we are very pleased to announce the finalists of the 2005 CRE Awards," said Mr. Jason Chu, Chairman of APCSC. "The final stage is the most challenging one because it demonstrates the company's customer relationship and engagement to be reflected by their customers' endorsement through web voting. Customers can vote for the company that have successfully cultivated and maintained excellent customer relationship, brand image, market leadership and word-of-mouth."

**Finalists are also invited to present at the CRE and CSQS Summit to be held in Hong Kong on July 11 and 12.** The winners of the CRE Award will be announced in July and a special CRE Award Dinner Ceremony will be held on July 12th in Hong Kong.

The goal of the CRE Award is to promote and recognize excellence in customer relationship and service quality in international cities across Asia Pacific and to recognize companies, business units, teams, and individuals that have contributed to the success of their customers and the organizations that they serve.

Please visit [www.apcsc.com](http://www.apcsc.com) for the latest information and learn more about the CRE Awards. Applications for the 2006 Customer Relationship Excellence Awards will be open soon.

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#### About Asia Pacific Customer Service Consortium (APCSC) [www.apcsc.com](http://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 Asia Pacific Region and to recognize and reward companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve. Through the Customer Relationship Excellence Award, **APCSC promotes Customer Relationship Excellence as a core business value** in international cities across Asia Pacific and to recognize companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

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**For Press interviews and APCSC CRE Awards participation and sponsorship**, please contact Ms Stella Lau by tel: (852) 21741428 or email: [enquiry@apcsc.com](mailto:enquiry@apcsc.com)



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## 新聞稿

### 亞太顧客服務協會公佈 2005年度亞太傑出顧客關係服務獎最後入圍名單 - 亞太區內最重要的獎項 -

中國，香港 – 2006年4月24日—亞太顧客服務協會(APCSC)公佈2005年度亞太傑出顧客關係服務獎最後入圍名單。最後一個評審環節--公眾網上投票在四月二十四日開始至五月二十四日，為期一個月。公眾人士現在有機會在亞太顧客服務協會的網站上([www.apcsc.com](http://www.apcsc.com))投票給最後入圍的公司。亞太顧客服務協會將為亞太區顧客主辦公眾網上投票。

2005年度亞太傑出顧客關係服務獎最後入圍名單如下:-

- 道亨保險有限公司
- 香港逸東酒店
- 香港寬頻網絡有限公司
- 康業服務有限公司
- 希慎物業管理有限公司
- 新世界電訊有限公司
- 栢衛通訊器材有限公司
- S.W.I.F.T. srl
- 香港電燈集團有限公司
- 偉邦物業管理有限公司

亞太顧客服務協會主席朱剛岑先生表示：「在數個評審環節之後，我們非常高興公佈2005年度亞太傑出顧客關係服務獎最後入圍名單。最後的評審環節是最具挑戰性的，顧客透過網上投票對公司作出認可，從而展示出公司與顧客的關係和保證。顧客可以投票給成功經營及維持傑出顧客關係，品牌形象，市場領導及良好口碑的公司。」

最後入圍公司將被邀請參加於七月十一及十二日在香港舉行的亞太傑出顧客關係及優質顧客服務標準高峰會。2005年度亞太傑出顧客關係服務獎得獎者將在七月公佈，並於七月十二日在香港舉行亞太傑出顧客關係服務獎頒獎晚宴。

亞太傑出顧客關係服務獎選舉的設立目的，是提昇亞太區各國際都會的顧客服務質量和優質顧客關係，並藉此肯定那些為客戶提供了出色服務的企業、團體及個人。

請前往[www.apcsc.com](http://www.apcsc.com)得到最新資料及了解更多有關亞太傑出顧客關係服務獎的詳情。2006年度亞太傑出顧客關係服務獎將會接受報名。

#### 亞太顧客服務協會 (APCSC) ([www.apcsc.com](http://www.apcsc.com))

亞太顧客服務協會(APCSC)成立的信念在於「優質的顧客關係是增強競爭力的唯一方法！」，協會的目標是在亞太區推廣優質顧客關係及服務質量，致力表彰各機構和客服人才對客戶服務與企業所作出的雙贏貢獻。透過亞太傑出顧客關係服務獎的舉辦，亞太顧客服務協會推廣「亞太區國際都會的商業價值核心乃顧客關係」，並以此同時肯定那些為客戶提供出色服務的企業、團體和個人。

有關新聞採訪或參加亞太傑出顧客關係服務獎選舉或其推廣支持及贊助，請致電(852) 2174 1428與劉小姐聯絡，或透過電郵至[enquiry@apcsc.com](mailto:enquiry@apcsc.com)