

## SmarTone receives 11 accolades at the 2017-18 Smiling Enterprise Award

(Hong Kong, 12 Apr 2018) SmarTone delivers services with 5S standard, encapsulating speed, stability, seamlessness, security and service. The company receives 11 accolades in the Telecommunications Sector at the 2017-18 Smiling Enterprise Award, organised by Mystery Shopper Service Association. SmarTone also garnered the greatest number of Outstanding Awards among all the participating brands:

- Outstanding Smiling Supervisor (2 awards)
- Smiling Supervisor (Telecommunications Sector) (3 awards)
- Outstanding Smiling Staff (2 awards)
- Smiling Staff (Telecommunications Sector) (4 awards)

SmarTone has always been committed to providing caring service to its customers. To achieve this, the company continues to offer comprehensive training to frontline staff and foster positive relationship among team members, empowering them to deliver outstanding services with smiles from the hearts. Winners stood out through assessments and interviews presided over by mystery shoppers and panels of judges, assuring their professional services and sincere smiles are recognised by the industry.

Founded in 2010, Smiling Enterprise Award aims to encourage frontline staff to provide services with smiles to increase customer satisfaction, thereby boosting the overall business environment and enhancing the image of Hong Kong as an international city.