

## **SmarTone scoops top awards in the Telecommunications Category at the 2018 Service & Courtesy Award**

(Hong Kong, 10 December 2018) SmarTone puts customers at the heart of business, providing secure and caring services to all. SmarTone has just won multiple top awards in the Telecommunications Category and the newly launched Retail Excellence Award at the 2018 Service & Courtesy Award, organised by Hong Kong Retail Management Association.

- Supervisory Level – Gold Award
- Junior Frontline Level – Silver, Bronze and Outstanding Performance Award
- Excellent Service Star (2)
- Retail Ambassadors (10)
- Retail Excellence Award – Bronze Award

SmarTone has always been committed to understanding customers' needs. To deliver an excellent customer experience, our staff always serve with a smile and sincerity. The company continues to offer a wide range of training to frontline staff with the aim of stepping up our service quality. Our colleagues stand out from the stiff competition, which is a strong testament to their hard work as well as industry recognition for the company's excellent customer service.

The Hong Kong Retail Management Association Service & Courtesy Award was first introduced in 1986 with the aim of upgrading the overall service quality within the Hong Kong retail industry. Highly beneficial to retail practitioners, the award has become highly respected. Moreover, the newly launched 'Retail Excellence Award' recognises companies with exceptional customer services.

###