

SmarTone wins 22 accolades at 2019 Service & Courtesy Award

(Hong Kong, 17 December 2019) SmarTone recently snapped up 22 accolades at the 2019 Service & Courtesy Award, presented by the Hong Kong Retail Management Association. In addition, with the exceptional team performance in customer services, SmarTone is the only telco among numerous participating enterprises garnered the “Best Team Performance Award”.

Delivering unbeatable and valuable experiences to customers through the powerful network and superior UX, SmarTone sets new heights with its 5S standard - Speed, Stability, Seamlessness, Security and Service. These five factors ensure customers enjoy a total value experience beyond the network. To enhance its cutting-edge customer experience, SmarTone has been taking a proactive approach in nurturing talent and teamwork development through professional training programmes, best-practice sharing and sharing sessions with international enterprises. The remarkable achievement at the 2019 Service & Courtesy Award further affirms SmarTone’s service excellence and spirited teamwork.

SmarTone wins the following 22 accolades in the 2019 Service & Courtesy Award:

- Best Team Performance Award: Silver Award
- Telecommunications Category – Supervisory Level: Gold Award
- Telecommunications Category – Junior Frontline Level: Gold, Bronze and Outstanding Performance Awards
- Excellent Service Star (1 award)
- Retail Ambassador (16 awards)

The Service & Courtesy Award was introduced in 1986 and has been one of the most actively supported events by members of the Hong Kong Retail Management Association and the trade. Highly respected as the Oscar of the retail trade in Hong Kong, the Award has been successful, over the years, in promoting the awareness of service within the retail industry.

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