

Club's efforts to “Connect” earn peer recognition

馬會「連結一致」獲各界稱許

The Club began 2010/11 season by pledging to connect with its customers, employees and the community better than ever before – so what better testimony could there be to that commitment than a record 56 awards and honours during the year. These public and professional accolades reflect the Club's determination to become a truly customer-centric organisation and help Hong Kong better meet its future challenges.

Of particular significance is the number of awards that recognise the dedication of the Club and its staff to business excellence. These embrace both external marketing, in the shape of a prestigious award for the Club's 125th Anniversary Campaign, and internal training, as exemplified by the innovative “Racing Ahead – Powered by YOU” training programme, which has helped Club staff offer customers enhanced racing knowledge and services. The Betting Services, Training and People Development, Membership Services and Public Affairs teams have also received awards for their high level of professionalism.

Other awards during the year recognise the Club's commitment to volunteering and to building a greener and more sustainable Hong Kong. And most importantly, perhaps, members of the public have voted the Club “Best Employer Brand” and “Most Favoured Hong Kong Brand”.

A full list of the awards and honours won by the Club can be viewed at <http://corporate.hkjc.com/corporate/english/awards-achievements/index.aspx>.

踏入二〇一〇／一一季度，馬會致力與顧客、員工及廣大社群進一步連結一致，所付出的努力，深受各界認同，為馬會於季內贏得共五十六個獎項和榮譽，打破歷年紀錄。這些分別獲大眾或專業界別推許的殊榮，充分反映馬會「以客為尊」的公司文化，間接協助香港提升實力，更從容地面對未來的挑戰。

在眾多榮譽中，特別值得一提的是多個獎項均表揚馬會及其員工在業務營運方面的卓越表現。這些獎項涵蓋馬會對外的推廣事務及對內的培訓工作——前者憑藉一百二十五週年誌慶項目，獲頒殊榮；後者則以「馬不停蹄・動力之源・全靠您」課程，培訓員工對賽馬運動的認識，從而為顧客提供更優質的服務。此外，馬會的投注事務、培訓及發展、會員事務，以及公共事務團隊亦不遑多讓，分別獲頒多個專業獎項，以嘉許各團隊在所屬領域的傑出表現。

其他於年內獲頒的獎項及榮譽，分別對馬會在義務工作、建設綠色香港及推動可持續發展方面的貢獻加以表彰。最值得驕傲的是馬會獲公眾投票選為「最佳僱主品牌」及「全國消費者最喜愛香港名牌」，足證馬會的努力備受社會各界肯定。

如欲了解馬會獲頒的所有獎項及榮譽，可瀏覽 <http://corporate.hkjc.com/corporate/chinese/awards-achievements/index.aspx>。

August 2010

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
Environmental Protection Department 環境保護署	Special Award – Award for Co-operative Partnership under “Source Separation of Commercial & Industrial Waste Programme” 「工商業廢物源頭分類計劃」合作夥伴大獎	The Hong Kong Jockey Club 香港賽馬會



Award for Co-operative Partnership under “Source Separation of Commercial & Industrial Waste Programme”
「工商業廢物源頭分類計劃」合作夥伴大獎



Award for Excellence in Training and Development 2010
2010年最佳管理培訓與發展獎



2010 Service and Courtesy Awards
2010 傑出服務獎

September 2010

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
Hong Kong Management Association 香港管理專業協會	Award for Excellence in Training and Development 2010 – Bronze Prize and Best Presentation Award 「2010年最佳管理培訓與發展獎」銅獎及最佳演繹獎	Club's training programme “Racing Ahead – Powered by YOU” 馬會「馬不停蹄・動力之源・全靠您」培訓課程

October 2010

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
Hong Kong Retail Management Association 香港零售管理協會	2010 Service and Courtesy Awards 「2010傑出服務獎」 Retail (Services) category at supervisory level 「零售(服務)組別主管級別」獎項 Retail (Services) category – Vibrant Lifestyle category at junior front-line level 「零售(服務) — 動感生活組別基層級」獎項	Club's Off-Course Betting Branch Manager Pinky Mui 馬會場外投注處經理梅芷婷 Club's Betting Services Assistant Chow Ka-lun 馬會投注事務助理周家麟
International Academy of Communications Arts and Sciences/MerComm, Inc.	2010 International ARC Awards 2010年國際ARC大獎 Gold Award for Photography in the Racing Club category 賽馬會組別攝影金獎 Silver Award for Written Text in the Racing Club category 賽馬會組別撰文銀獎	2008/09 HKJC Annual Report 2008/09年度馬會年報 2008/09 HKJC Annual Report 2008/09年度馬會年報
China Enterprise and Credibility Association (Overseas) Ltd 中華(海外)企業信譽協會	2010 Most Favourable Hong Kong Brands – Hall of Fame Gold Award 「2010年度全國消費者最喜愛香港名牌」—— 「永久殿堂級香港名牌金獎品牌」	The Hong Kong Jockey Club 香港賽馬會

November 2010

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
ESDlife 生活易網站	Bridal Awards 2010 – Best Club Wedding Banquet 新婚生活易大賞2010 — 「新人至愛會所婚宴大賞」	Happy Valley Racecourse 跑馬地馬場
Key Media International Ltd	Hong Kong HRM Awards 2010 – Best Employer Branding Award and Best HR Team Award 「香港人力資源獎2010」——「最佳僱主品牌獎」及「最佳人力資源團隊獎」	Club's staff training and development 馬會人力資源管理
The Hong Kong Management Association 香港管理專業協會	HKMA/TVB Awards for Marketing Excellence 2010 – Excellence Award 「2010年度HKMA/TVB傑出市場策劃獎」卓越獎	Club's 125th Anniversary Campaign 馬會「125週年項目」
Quality Improvement & Experience Sharing Convention 優質改善經驗交流會	Best Application in Sustainability Award 「最佳可持續發展獎」	Club's sustainable practice in managing electronic waste 馬會處理電子廢物的可持續方案



2010 Most Favourable Hong Kong Brands – Hall of Fame Gold Award
2010年度全國消費者最喜愛香港名牌——「永久殿堂級香港名牌金獎品牌」



Hong Kong HRM Awards 2010
香港人力資源獎 2010



Bridal Awards 2010 – Best Club Wedding Banquet
新婚生活易大賞2010 — 「新人至愛會所婚宴大賞」

December 2010

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
Green Council 環保促進會	Hong Kong Green Awards 2010 「香港綠色企業大獎2010」 Green Office Management Category – Silver Award 「環保辦公室管理獎」銀獎 Green Purchaswi\$e Category – Silver Award 「明智環保採購獎」銀獎	Club's efforts in implementing energy reduction measures at offices and in procuring eco-friendly materials and products 馬會在推行一系列辦公室節能措施及落實綠色採購等方面的努力
Friends of the Earth (HK) 香港地球之友	Power Smart Contest 2010 Biggest Unit Saver Award (Company) 2nd runner-up 「知慳惜電」節能比賽2010 「勁減用量大獎(公司組)」季軍	Club Headquarters Building 馬會總部大樓



Hong Kong Green Awards 2010
香港綠色企業大獎 2010



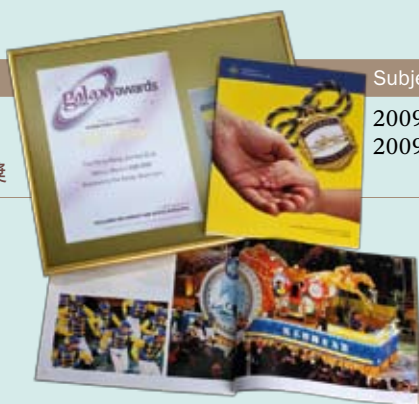
U Green Award
『您』想綠色生活選舉



Sing Tao Excellent Services Brand Awards 2010
星鑽服務品牌選舉2010

January 2011

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
International Academy of Communications Arts and Sciences/MerComm, Inc.	Galaxy Award 2010 – Gold Award Galaxy Award 2010金獎	2009/10 HKJC Annual Report 2009/10年度馬會年報



March 2011

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
U Magazine	U Green Award – Excellence of Environmental Contributions 「『您』想綠色生活選舉」—「傑出綠色貢獻大獎」	Club's contributions to the environment 馬會對環保活動的貢獻
Sing Tao Daily 星島日報	Sing Tao Excellent Services Brand Awards 2010 – Outstanding Charity Award 「星鑽服務品牌選舉2010」—「惠澤社群慈善大獎」	Club's contributions to society 馬會對社會的貢獻

April 2011

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
Green ICT Consortium 綠色科技聯盟	Hong Kong ICT Awards 2011 「香港資訊及通訊科技獎2011」 Best Green ICT (Adoption – Organisations) Award – Certificate of Merit 「最佳綠色科技(應用 — 組織機構) 優異證書」	New effective energy saving Remote Power Management System implemented at the Club's Telebet Centres 馬會電話投注事務部引入的嶄新節能減碳「遙控電腦能源管理系統」
HKAEE Sectoral Award 2010 2010香港環保卓越計劃	HKAEE Sectoral Award 2010 – Property Management Certificate of Merit 2010香港環保卓越計劃界別卓越獎物業管理優異獎	Club Headquarters Building 馬會總部大樓
International Academy of Communications Arts and Sciences/MerComm, Inc.	Mercury Excellence Awards 2010/11 2010/11年度 Mercury 企業傳訊大獎 Best of Design Grand Award 最佳年報設計大獎 Gold Award, Cover Design 封面設計金獎	2009/10 HKJC Annual Report 2009/10 年度馬會年報



Hong Kong ICT Awards 2011
香港資訊及通訊科技獎2011



HKAEE Sectoral Award 2010 – Property Management Certificate of Merit
2010香港環保卓越計劃界別卓越獎 — 物業管理優異獎



Mercury Excellence Awards 2010/11
2010/11年度 Mercury 企業傳訊大獎

May 2011

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
Social Welfare Department 社會福利署	Gold Award for Volunteer Service 2010 2010年機構/團體「義務工作嘉許金狀」 Gold Award for Volunteer Service (Volunteer Team Category) 2010 2010年義工小組「義務工作嘉許金狀」 Silver Award for Volunteer Service (Volunteer Team Category) 2010 2010年義工小組「義務工作嘉許銀狀」 Silver Award for Volunteer Service (Volunteer Team Category) 2010 2010年義工小組「義務工作嘉許銀狀」 Bronze Award for Volunteer Service (Volunteer Team Category) 2010 2010年義工小組「義務工作嘉許銅狀」 Bronze Award for Volunteer Service (Volunteer Team Category) 2010 2010年義工小組「義務工作嘉許銅狀」	The Hong Kong Jockey Club 香港賽馬會 Club's "Developing Talent through Exploring Hong Kong" Summer Workshop Volunteer Team 馬會「認識自己 放眼香港」暑期工作坊義工組 Club's "Regular Home Visits to Yuen Long Elderly Singles" Service Team 馬會「元朗鄉郊獨居長者」定期服務組 Club's "Board Game Land for Children" Regular Service Team 馬會「桌上遊樂園」兒童定期服務組 Club's "Hong Kong Can Do Exercise" Volunteer Team 馬會「香港得得得」運動十式義工組 Club's "Regular Home Visits to Sham Shui Po Elderly Singles" Service Team 馬會「深水埗獨居長者」定期服務組



May 2011

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
International Academy of Communications Arts and Sciences/MerComm, Inc.	Astrid Awards 2011 Excellence in Design Gold Award – Non-profit Organisations 非牟利機構組別設計金獎 Excellence in Design Silver Award – Traditional Corporation Report 機構組別傳統年報設計銀獎 Excellence in Design Silver Award – Traditional Dual Language Corporation Report 機構組別傳統雙語年報設計銀獎	2009/10 HKJC Annual Report 2009/10 年度馬會年報
14th International Exhibition of Food & Drink, Hotel, Restaurant & Foodservice Equipment, Supplies & Services 第十四屆國際食品及飲料、酒店、餐廳及餐飲設備、供應及服務展覽會	Hong Kong International Culinary Classic 2011 「2011香港國際美食大獎」 14 Medals – two gold, six silver and six bronze 共十四個獎項，包括兩個金、六個銀及六個銅獎 Chinese Cuisine – Gold Award 中式烹調 – 金獎 Chinese Cuisine – Gold Award 中式烹調 – 金獎 Western Cuisine – Silver Award 西式烹調 – 銀獎 Western Cuisine – Silver Award 西式烹調 – 銀獎 Western Cuisine – Silver Award 西式烹調 – 銀獎 Western Cuisine – Silver Award 西式烹調 – 銀獎 Western Cuisine – Silver Award 西式烹調 – 銀獎 The Dream Team Challenge – Silver Award 夢幻團隊挑戰賽 – 銀獎 Chinese Cuisine – Bronze Award 中式烹調 – 銅獎 Chinese Cuisine – Bronze Award 中式烹調 – 銅獎 Chinese Cuisine – Bronze Award 中式烹調 – 銅獎 Chinese Cuisine – Bronze Award 中式烹調 – 銅獎 Western Cuisine – Bronze Award 西式烹調 – 銅獎 Western Cuisine – Bronze Award 西式烹調 – 銅獎	16 Club chefs 十六位馬會廚師 Ng Wai-kiwok 伍偉國 Chan Yau-shing 陳有成 Cheung Yu-wah 張雨華 Ma Wing-wah 馬榮華 Lam Tai-wai 林大為 Yuen Yat-hung 阮逸雄 Chan Ka-wui 陳家會 Kenji Cheng, Eric Mok and Jack Chung 鄭小萍、莫志強及鍾芷琪 Wong Wai-hong 黃衛航 Chan Wai-on 陳衛安 Liu Wai-yeung 廖威陽 Li Zhen-long 李振龍 Wong Yu-wang 黃宇宏 Owen Panzica



June 2011

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
Asia Pacific Customer Service Consortium 亞太顧客服務協會	APCSC Customer Relationship Excellence Awards 「亞太傑出顧客關係服務獎」	
	Customer Service Manager of the Year 2010 (Entertainment – Contact Center) – Grand Award 2010年傑出顧客服務經理(客戶聯絡中心—娛樂業) 年度大獎	Tammy Leung (Telebet Support Manager) 梁寶芝(電話投注事務經理)
	Customer Service Team Leader of the Year 2010 (Entertainment – Contact Center) – Grand Award 2010年傑出顧客服務組長(客戶聯絡中心—娛樂業) 年度大獎	Agnes Chan (Telebet Officer) 陳開怡(電話投注主任)
	Customer Service Team Leader of the Year 2010 (Entertainment – Contact Center) – Merit Certificate 2010年傑出顧客服務組長(客戶聯絡中心—娛樂業) 優異獎	Bobo Cheung (Telebet Officer) 張淑懿(電話投注主任)
	Customer Service Team Leader of the Year 2010 (Entertainment – Contact Center) – Merit Certificate 2010年傑出顧客服務組長(客戶聯絡中心—娛樂業) 優異獎	Jade Chan (Telebet Officer) 陳捷(電話投注主任)
	Customer Service Team Leader of the Year 2010 (Entertainment – Contact Center) – Merit Certificate 2010年傑出顧客服務組長(客戶聯絡中心—娛樂業) 優異獎	Rachel Lee (Telebet Officer) 李美芳(電話投注主任)



APCSC Customer Relationship Excellence Awards
亞太傑出顧客關係服務獎



2011 IOC Trophy – “Sport and Social Responsibility”
2011年度國際奧委會「體育與社會責任」大獎



2011 Outstanding QTS Merchant Award – Merit Award
(Restaurant Category)
「優質旅遊服務」計劃2011傑出優質商戶 — 優異獎(食肆類別)

July 2011

Awarding Organisation 頒獎機構	Award 獎項	Subject of Award 獎項內容或獲獎人物
International Olympic Committee 國際奧委會	2011 IOC Trophy – “Sport and Social Responsibility” 2011年度國際奧委會「體育與社會責任」大獎	Club Chairman T Brian Stevenson for his contributions to sport and social responsibility in Hong Kong 馬會主席施文信對香港體育發展及 社會慈善事務的貢獻
Young Entrepreneurs Development Council 青年企業家發展局	Best Performance School-Company Partnership Award 「最佳商校伙伴」獎項	School-company partnership formed by the Club and Our Lady of the Rosary College 馬會與聖母玫瑰書院組成的商校夥伴團隊
Hong Kong Tourism Board 香港旅遊發展局	2011 Outstanding QTS Merchant Award – Merit Award (Restaurant Category) 「優質旅遊服務」計劃2011傑出優質商戶 — 優異獎(食肆類別)	Club's Moon Koon Restaurant for its superior service standard 馬會滿貫廳的優質餐飲服務