

Record number of honours speaks volumes 輝煌成績 屢創高峰

馬會今年成績斐然，備受各界嘉許，於二〇一二/一三年度獲頒八十八個獎項和殊榮；相較年前的五十八項獎項，本年再下一城，創下更驕人的紀錄。各方獎項印證社會各界對馬會匡助社群，為廣大市民謀福祉的信念的認同。馬會本年更獲得「香港最具社會責任企業」的殊榮，彰顯馬會多年來為可持續發展的貢獻，意義非凡。

馬會是全港最大僱主之一，注重人才培訓，以栽培員工為己任。這種企業文化不單讓馬會躋身本地十大最具吸引力僱主行列，亦令馬會旗下的香港賽馬會學院及其培訓課程屢獲殊榮。

馬會去年獲頒多個獎項，彰顯各個部門共二萬四千名員工在經營世界級運動娛樂的卓越表現。其中，馬會市場及客戶事務處成功革新賽馬運動，吸納新一代年輕馬迷，贏得多個享負盛名的大獎。會員事務處與投注渠道及架構發展事務處的優越服務亦不遑多讓，本年獲頒多個本地及海外殊榮；而其他事務部的專業表現也毫不遜色，同樣贏得多方讚譽。

Matching its outstanding performance on the business front, the Club received a total of 88 awards and recognitions in 2012/13, easily surpassing the previous record number of 58 achieved the previous year.

Over the years, the Club has been widely recognised for its unique role in society and contributions to the community. Therefore this year's honour of "Employer Brand to Watch for Corporate Social Responsibility", awarded in recognition of the Club's sustainability drive, was especially noteworthy.

As one of Hong Kong's largest employers, the Club is known for its continuous investment in human resources and personal development, ranking it among the Top Ten Most Attractive Employers in the city. The pivotal Hong Kong Jockey Club College and training programmes have also been honoured as leading examples of how organisations can enhance the quality of the labour market as a whole.

Other accolades added to the trophy cabinet this past year illustrate the concerted efforts made by all divisions of the Club's 24,000-strong team to consolidate its leadership in the global sporting entertainment arena. The high level of creativity demonstrated by the Club's Customer and Marketing Division to redefine racing and attract a new generation of racegoers won the team a number of prestigious awards. Sharing the spotlight were the Membership Services and Channels and Organisational Development teams whose successes earned them numerous local and overseas honours. Other divisions also collected their share of top awards, attesting to their outstanding professionalism.

A full list of the awards and honours won by the Club can be viewed at
如欲了解馬會獲頒的所有獎項及榮譽，可瀏覽
<http://corporate.hkjc.com/corporate/english/awards-achievements/index.aspx>

2012 / July 七月

CONTACT CENTER WORLD
Best Contact Center Design
Gold Medal Award
» Excellent design of Tin Shui Wai Telebet Centre

Best Use of Self Service Technology
Silver Award
» Innovative customer-centric features of Telebet Automatic Services

Best Technology Innovation (Internal Solution)
Runner-Up Award
» Simulation Intelligence System in elevating operator effectiveness

最佳客戶呼叫中心設計
金獎
» 馬會天水圍電話投注中心的空間設計

最佳自動服務科技應用
銀獎
» 電話投注自動服務系統以客為尊的創新設計

最佳創新科技（內部方案）
優異獎
» 有助提升電話投注事務助理服務水平的電話投注智能提示客戶訊息系統

THE HONG KONG COUNCIL OF SOCIAL SERVICE
2012/13 Caring Organisation
» Club's unceasing efforts to care for community and fulfil its roles as a corporate citizen

香港社會服務聯會
2012/13年度「同心展關懷機構」
» 馬會對社會的關懷及作為企業公民的承擔

August 八月

CAPITAL ENTREPRENEUR
CAPITAL Entrepreneur Green Enterprise Awards 2012
Green Enterprise Award
» Club's long-standing support for green initiatives and excellent sustainability practices

資本企業家

資本企業家綠色企業2012

綠色企業大賞

» 馬會在推動環保及貫徹可持續發展的努力

September 九月

19TH INTERNATIONAL CONFERENCE OF RACING ANALYSTS AND VETERINARIANS

Association of Official Racing Chemists (AORC) Award

» Dr Terence Wan, Head of Racing Laboratory

Young Scientist Award

» Dr Jenny Wong, Acting Racing Chemist

第十九屆國際賽事化驗師及獸醫會議 國際賽事化驗師協會(AORC)最高榮譽獎

» 溫思明博士(賽事化驗所主管)

青年科學家獎

» 王嘉欣博士(署任賽事化驗師)

HONG KONG AWARD FOR ENVIRONMENTAL EXCELLENCE “Class of Excellence”

WastewiSe Label

Locations awarded the WastewiSe Label for their waste reduction measures

» Jockey Club Headquarters, Sha Tin Central Complex, Sha Tin Racecourse, Happy Valley Racecourse, Happy Valley Clubhouse, Sha Tin Clubhouse, Beas River Country Club

香港環保卓越計劃

「卓越級別」減廢標誌

獲頒致力實踐各項減廢措施的單位

» 馬會總部、沙田綜合大樓、沙田馬場、跑馬地馬場、跑馬地會所、沙田會所、雙魚河鄉村會所

October 十月

HONG KONG TOURISM BOARD Best of the Best Culinary Awards 2012

Gold with Distinction Award in Lobster category

» Patrick Lam, Chief Cook of Moon Koon Restaurant and teammate Cheung Chi-fung

Silver Award in Reinvented Classics category

» Ng Kwan, No.1 Stove at Moon Koon Restaurant and teammate Yeung Hung-kin

香港旅遊發展局

2012美食之最大賞

「龍蝦組」至高榮譽金獎

» 林勸飛(跑馬地馬場滿貫廳總廚)與助手張志峰

「老菜新吃 — 桂魚卷組」銀獎

» 吳軍(滿貫廳頭鑊)與助手楊鴻堅

THE HONG KONG MANAGEMENT ASSOCIATION

Award for Excellence in Training and Development 2012

Gold Prize in Skills Training Category
» Human capital development programme “Spinning Top in Service Galaxy” for Off-Course and On-Course Betting Departments

Outstanding New Trainer Awards

» Takki Chan, Senior People Development Specialist

» Gloria Kam, Senior People Development Specialist

香港管理專業協會

2012年最佳管理培訓獎

技術培訓組別金獎

» 為場外投注及馬場投注部設計的人力資源發展計劃「轉出服務新領域」

優秀新晉培訓員獎

» 陳志峰(高級培訓主任)

» 金詠詩(高級培訓主任)

FONTERRA FOODSERVICES

Fonterra Foodservices Pastry Challenge 2012 Hong Kong

Angliss Media Award in Professional Chef category

» Adrian Duraffourd, Pastry Chef at Happy Valley Clubhouse and teammate Holly Tam

恒天然餐飲服務部

香港區恒天然烘焙大賽2012

專業廚師組「安得利傳媒大獎」

» 杜力豐(跑馬地會所糕餅主理廚師)與助手譚嘉龍

GERMAN CHEFS ASSOCIATION

IKA Culinary Olympics 2012

Silver in Cold Platters category

Silver in Hot Kitchen category

» Seven-strong Hong Kong Team including Club chefs Eyck Zimmer and Tim Chan

德國廚師世界協會

IKA奧林匹克烹飪大賽2012

凍盤擺設組別銀獎

熱廚房組別銀獎

» 由兩位馬會廚師司馬垣、陳敏順及五位香港廚師組成的香港隊

SOCIAL WELFARE DEPARTMENT Award of 10,000 hours for Volunteer Service

» Club's contribution of over 10,000 hours of volunteer service to the community in 2011

社會福利署

10,000小時義工服務獎

» 馬會於2011年貢獻了超過10,000小時參與社會義務工作

WEB MARKETING ASSOCIATION Web Marketing Association's WebAward 2012 – “Entertainment Standard of Excellence”

» Internal Sustainability Website

» 馬會的可持續發展內聯網

November 十一月

THE HONG KONG MANAGEMENT ASSOCIATION 2012 HKMA Best Annual Reports Awards

Silver Award in Non-Profit-Making and Charitable Organisations category

» 2010/11 HKJC Annual Report

香港管理專業協會

2012年香港管理專業協會最佳年報獎

非牟利與慈善機構類別銀獎

» 2010/11年度馬會年報



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Best of the Best Culinary Awards 2012

2012美食之最大賞

Association of Official Racing Chemists (AORC) Award

國際賽事化驗師協會(AORC)最高榮譽獎

Young Scientist Award 青年科學家獎

Award for Excellence in Training and Development 2012 2012年最佳管理培訓獎

WebAward 2012 – “Entertainment Standard of Excellence”



Awards & Honours / 獎項及榮譽

HONG KONG RETAIL MANAGEMENT ASSOCIATION

2012 Service and Courtesy Awards

Retail (Services) category at supervisory level

» Alan Chow, Off-Course Betting Branch Supervisor

Retail (Services) category at junior front-line level

» Fion Yau, Betting Services Assistant

香港零售管理協會

2012傑出服務獎

零售（服務）組別主管級別獎項

» 周家麟（場外投注處分行主任）

零售（服務）組別基層級別獎項

» 游嘉儀（投注事務助理）

HONG KONG CALL CENTRE ASSOCIATION

Mystery Caller Assessment Award 2012

Gold Award

» Club's Integrated Contact Centre

香港客戶中心協會

神秘客戶撥測大獎2012

金獎

» 馬會綜合顧客服務中心

MARKETING MAGAZINE

Marketing Excellence Awards 2012

Silver Award in the Excellence in Mobile Marketing category

» HKJC Hotspot Mobile App

2012市場推廣卓越大獎

流動市場推廣組別銀獎

» 「馬會熱點」手機程式

INTERNATIONAL ACADEMY OF COMMUNICATIONS ARTS AND SCIENCES/MERCOMM, INC.

Galaxy Awards 2012

Best of Annual Reports

Gold Award in Annual Reports: Non-Profit Organisations

» 2010/11 HKJC Annual Report

「最佳年報」獎

「年報 — 非牟利組織」類別金獎

» 2010/11年度馬會年報

BEST PRACTICE MANAGEMENT GROUP

Best Practice Awards 2012

Usability and Simplicity

» ibu (Interactive Best for You), world's largest multi-touch entertainment table interface developed by the Club

最佳業務管理集團

2012年最佳業務實踐獎

簡易化及可用性獎

» 由馬會研發全球最大的多點觸控式娛樂設施 ibu

WEN WEI PO

Green China 2012 Environmental Achievement Awards

Outstanding Sustainability Award – Organisation

» Club's achievements in sustainability

文匯報

綠色中國2012環保成就獎

傑出可持續發展企業

» 馬會於可持續發展的驕人成果

THE COMMUNITY INVESTMENT AND INCLUSION FUND

Social Capital Builders Award

» Club's contributions to supporting and developing social capital

社區投資共享基金

SCB社會資本動力獎

» 表揚及嘉許馬會支持香港社會資本發展

December 十二月

MICHELIN GUIDES

Michelin Guide Hong Kong Macau 2013 listing

» Club's Moon Koon Restaurant

《米芝蓮指南》

《米芝蓮指南香港澳門2013》推介餐廳

» 馬會滿貫廳

MARKETING MAGAZINE

Mob-Ex Awards 2012

Silver Prize in Best Location-Based Marketing category

» HKJC Hotspot Mobile App

2012手機市場推廣卓越大獎

「最佳行動定位推廣」銀獎

» 「馬會熱點」手機程式



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2012 Bridal Awards

新婚生活易大賞2012

Mob-Ex Awards 2012

2012手機市場推廣卓越大獎

2012 Service and Courtesy Awards

2012傑出服務獎

Michelin Guide Hong Kong Macau 2013 listing

《米芝蓮指南香港澳門2013》
推介餐廳



GREEN COUNCIL

Hong Kong Green Awards 2012

Green Management (Corporate) – Gold Award

Corporate Green Governance Award – Management Systems

» Club's long-standing commitment to promoting environmental protection

環保促進會

香港綠色企業大獎2012

優越環保管理獎（企業）— 金獎

企業綠色管治獎 — 管理系統

» 馬會努力不懈地推動環保

ESDLIFE

2012 Bridal Awards

Best Club Wedding Banquet Award

» Club's wedding banquet services at Happy Valley Racecourse

生活易網站

新婚生活易大賞2012

新人至愛會所婚宴大賞

» 馬會跑馬地馬場優質婚宴服務

CAPITAL CEO

CAPITAL CEO Supreme Brand Awards 2012

Business Application Innovation Award

» ibu (Interactive Best for You), the world's largest multi-touch entertainment table interface, developed by the Club

CAPITAL CEO 非凡品牌大賞2012

非凡業務應用創新方案品牌大獎

» 由馬會研發全球最大的多點觸控式娛樂設施 ibu

VOCATIONAL TRAINING COUNCIL (VTC)

VTC 30th Anniversary Outstanding Sponsor Awards

Strategic Partner Award

» Club's contributions to vocational training

職業訓練局

VTC30周年傑出贊助獎

策略伙伴獎

» 馬會對專業教育培訓的貢獻



Customer Service Excellence Awards 2012
香港優質顧客服務大獎2012

SOCIAL WELFARE DEPARTMENT Volunteer Service Award 2012

Gold Award for Volunteer Service (Organisation Category)

» Club's contribution of over 10,000 hours of volunteer community service in 2012

Gold Award for Volunteer Service (Group Category)

» Club's "OLE Programme"
» Club's "Hair Cutting Service Team"

Silver Award for Volunteer Service (Group Category)

» Club's Regular Service Team for Home Visits to Sham Shui Po Elderly Singles

» Club's Regular Service Team for Home Visits to Yuen Long Elderly Singles

Bronze Award for Volunteer Service (Group Category)

» Club's Regular Service Team for "Board Game Land" for Children

社會福利署

2012年義工服務嘉許狀

團體組「義務工作嘉許金狀」
» 馬會於2012年對社會作出超過10,000小時義務工作的貢獻

義工小組「義務工作嘉許金狀」

» 馬會「全方位學習工作坊」
» 馬會「理髮義工小組」

義工小組「義務工作嘉許銀狀」

» 馬會「深水埗獨居長者定期服務組」
» 馬會「元朗鄉郊獨居長者定期服務組」

義工小組「義務工作嘉許銅狀」

» 馬會「桌上遊樂園」兒童定期服務組

FRIENDS OF THE EARTH (HK) "Power Smart" 2012

Biggest Unit Saver Award (Company) Champion

Biggest Charity Saver Certificate (Company)

» Club's outstanding achievement in electricity consumption reduction

香港地球之友

「知慳惜電」節能比賽2012
勁減用量大獎（公司組）冠軍

「知慳惜電」善心大獎（公司組）

» 馬會節約用電措施成效卓越

2013 / February 二月

HONG KONG ASSOCIATION FOR CUSTOMER SERVICE EXCELLENCE Customer Service Excellence Awards 2012

Outstanding Customer Service Programme Bronze Award

» Cashbet Department Customer Service Campaign "Brilliant Basics"

Counter Service Category Individual:

– Silver Award
» Alan Yeh, Betting Services Assistant
– Bronze Award
» Ivan Leung, Branch Supervisor

香港優質顧客服務協會

香港優質顧客服務大獎2012

卓越顧客服務項目獎銅獎
» 現金投注事務部顧客服務計劃「服務基本法」

傑出個人獎（櫃員服務組）：

– 銀獎
» 葉俊揚（投注事務助理）
– 銅獎
» 梁嘉偉（投注處分行主任）

March 三月

INTERNATIONAL ACADEMY OF COMMUNICATIONS ARTS AND SCIENCES/MERCOMM, INC.

Mercury Excellence Awards 2012/13

Silver Award, Cover Design:
Abstract/Graphics
» 2011/12 HKJC Annual Report

2012/13年度 Mercury 企業傳訊大獎

封面設計銀獎

» 2011/12年度馬會年報



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CAPITAL Honor Grand Award for Distinguished Marketing Strategies
資本傑出市場策劃榮譽大獎

Sing Tao Excellent Services Brand Awards 2012
星鑽服務品牌選舉2012

Astrid Awards 2013
2013年度Astrid企業設計獎



CAPITAL MAGAZINE

CAPITAL Honor Grand Award for Distinguished Marketing Strategies

» Club's dedication to rejuvenating horse racing by attracting a new generation of racegoers to a sport that is often seen as being for older customers

資本雜誌

資本傑出市場策劃榮譽大獎

» 表揚馬會在推廣賽馬上不斷創新的意念，成功開拓年輕客戶，改變大眾認為賽馬落伍的觀念

THE HONG KONG COUNCIL OF SOCIAL SERVICE

2013/14 Caring Organisation

» Club's unceasing efforts to care for community and fulfil its roles as a corporate citizen

香港社會服務聯會

2013/14年度「同心展關懷機構」

» 馬會對社會的關懷及作為企業公民的承擔

SING TAO DAILY

Sing Tao Excellent Services Brand Awards 2012

Outstanding Charity Award

» Club's contributions to community

星島日報

星鑽服務品牌選舉2012

惠澤社群慈善大獎

» 馬會對社會的貢獻

April 四月

INTERNATIONAL ACADEMY OF COMMUNICATIONS ARTS AND SCIENCES/MERCOMM, INC.

Astrid Awards 2013

Excellence in Design Honors – Covers
» 2011/12 HKJC Annual Report

2013年度 Astrid 企業設計獎

封面設計榮譽獎

» 2011/12年度馬會年報

Awards & Honours / 獎項及榮譽

OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER Hong Kong ICT Awards 2013

Best Lifestyle (Social, Communications & Media) Bronze Award

» ibu (Interactive Best for You), world's largest multi-touch entertainment table interface, developed by the Club

政府資訊科技總監辦公室

2013香港資訊及通訊科技獎

最佳生活時尚(社交、傳訊、媒體)獎銅獎

» 由馬會研發全球最大的多點觸控式娛樂設施 ibu

OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER AND THE EQUAL OPPORTUNITIES COMMISSION

Web Accessibility Recognition Scheme

Silver Award

» Adoption of web accessibility design in hkjc.com

政府資訊科技總監辦公室及平等機會委員會

無障礙網頁嘉許計劃

銀獎

» 馬會支持無障礙網頁設計

RANDSTAD

Randstad Award 2013

Employer Brand to Watch for Corporate Social Responsibility

» Club's long-standing commitment to charity

Top Ten Most Attractive Employers

» Club's strong employer branding

2013年Randstad企業大獎

香港最具社會責任企業

» 馬會多年來秉持的樂行善行使命

十大最具吸引力的僱主

» 馬會正面的僱主形象



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Hang Seng Bank 80th Anniversary
Long-Term Business Partner Award

恆生八十周年長期合作夥伴大獎

Hong Kong ICT Awards 2013
2013香港資訊及通訊科技獎

2013 CorpU Learning Excellence and Innovation Awards
2013 CorpU卓越培訓及創新獎

Randstad Award 2013
2013年Randstad企業大獎



May 五月

HANG SENG BANK

Hang Seng Bank 80th Anniversary

Long-Term Business Partner Award

» Close working partnership of the two organisations which dates back some 14 years

恆生銀行

恆生八十周年

長期合作夥伴大獎

» 答謝馬會過去14年多的良好夥伴關係

CORPORATE UNIVERSITY XCHANGE 2013 CorpU Learning Excellence and Innovation Awards

Award of Excellence (Launching)

Best Practice Award (Alliances)

» HKJC College and its 24 recognised training programmes under Government's Qualifications Framework

2013 CorpU 卓越培訓及創新獎

最佳啟動項目大獎

最佳協作實踐獎

» 香港賽馬會學院及旗下24個政府資歷架構認可課程

SOCIAL WELFARE DEPARTMENT Award for 2012-13 HK Citizen · HK Heart Volunteer Campaign

» Club's volunteer team for completing 2012-13 HK Citizen · HK Heart Volunteer Campaign

社會福利署

2012-13《香港人·香港心》義工大使行動嘉許狀

» 馬會義工隊參與及完成2012-13《香港人·香港心》義工大使行動

15TH INTERNATIONAL EXHIBITION OF FOOD & DRINK, HOTEL, RESTAURANT & FOODSERVICE EQUIPMENT, SUPPLIES & SERVICES Hong Kong International Culinary Classic 2013

Chinese Cuisine – Creative Appetiser Gold Award

» Daniel Cheung Long-yin (Executive Sous Chef of Chinese Cuisine, Racecourse Catering)

» Li Zhen-long (No.2 Cook of The Gallop)

Chinese Cuisine – Organic Whole Chicken Leg Gold Award

» Lai Ka-wing (No.3 Cook of The Gallop)

Chinese Cuisine – Organic Whole Chicken Leg Silver Award

» Yung Man-hoi (No.1 Stove of Oi Suen)

Chinese Cuisine – Organic Whole Chicken Leg Bronze Award

» Ng Kwan (No.1 Stove of Moon Koon Restaurant)

The Gourmet Team Challenge Bronze Award

» Club Chefs Team: Eyck Zimmer (Chef de Cuisine of Derby Restaurant); Tim Chan (Sous Chef of Happy Valley Clubhouse); Chan Sze-ling (Junior Sous Chef of Racecourse Catering); Jack Chung (No.2 Cook of Centurion Restaurant); Chan Hon-cho (Chef de Partie of Derby Restaurant); Hung Ming-chung (No.1 Patisserie of Derby Restaurant)

第十五屆國際食品及飲料、酒店、餐廳及餐飲設備、供應及服務展覽會 2013年香港國際美食大獎

中式烹調 — 創意前菜金獎

» 張浪然 (馬場中菜主理廚師)

» 李振龍 (嘉樂樓二級廚師)

中式烹調 — 有機雞全肫金獎

» 黎家榮 (嘉樂樓三級廚師)

中式烹調 — 有機雞全肫銀獎

» 翁萬海 (凱旋廳頭鑊)

中式烹調 — 有機雞全肫銅獎

» 吳軍 (滿貫廳頭鑊)

美食家團體挑戰賽銅獎

» 馬會廚師隊：司馬垣 (打吡餐廳菜式主廚)、陳敏順 (跑馬地會所主理廚師)、陳思靈 (馬場初級總廚)、鍾芷琪 (百俊廳二級廚師)、陳漢初 (打吡餐廳主廚)、洪明忠 (打吡餐廳一級餅師)



Asia Pacific Customer Relationship Excellence Awards 2013
亞太傑出顧客關係服務獎2013

INTERNATIONAL PROPERTY MEDIA International Property Awards 2013-2014

Best Leisure Interior Award (5 Star)
– Hong Kong

Best Leisure Interior Award – ASIA
PACIFIC

» Outstanding design and execution
of Sha Tin Racecourse Owners Box
on 3/F (OB3)

Leisure Architecture Award (Highly
Commended) – People's Republic
of China

» Excellent design and presentation
of The Hong Kong Jockey Club
Beijing Clubhouse

香港區五星級最佳休閒建築室內設計

亞太區最佳休閒建築室內設計

» 表揚沙田馬場馬主廂房三樓的
出色設計

中國區休閒建築評審推薦獎

» 表揚賽馬會北京會所出色設計

U-MAGAZINE U Green Award

Excellence of Environmental
Contributions

» Club's contributions to the
environment

U- 周刊

『您』想綠色生活選舉

傑出綠色貢獻大獎

» 馬會對環境保護的卓越貢獻

June 六月

CARBON CARE ASIA AND BLOOMBERG

Carbon Care Label Awards

» Adoption of green practices
throughout its operations

低碳亞洲及彭博通訊社

低碳關懷標籤

» 整體營運貫徹綠色環保理念

ASIA PACIFIC CUSTOMER SERVICE CONSORTIUM

Asia Pacific Customer Relationship Excellence Awards 2013

Contact Centre of the Year
(Corporate Category)
(Entertainment – Under 500 Seats)
» Tsing Yi Telebet Centre

Customer Service Manager of the
Year 2012 (Entertainment – Contact
Centre)

» Vincent Hui Wing Tung, Telebet
Support Manager

Customer Service Team Leader of
the Year 2012 (Entertainment –
Contact Centre)
» Derek Wong Man Wai, Telebet
Officer

Customer Service Professional of
the Year 2012 (Entertainment –
Contact Centre)
» Yoki Ngan Wai Yau, Telebet
Services Assistant

Merit – Customer Service Manager
of the Year 2012 (Contact Centre)
» Sandra Chan Yuk Chu, Telebet
Support Manager

Merit – Customer Service Team
Leader of the Year 2012 (Contact
Centre)
» Iris Lam Chau Ying, Telebet Officer
» Brian Leung Wai Kei, Telebet
Officer

Merit – Customer Service Team
Professional of the Year 2012
(Contact Centre)
» Eric Lau Ho Tai, Telebet Services
Assistant
» Michael Chan Wai Yip, Telebet
Services Assistant

亞太顧客服務協會

亞太傑出顧客關係服務獎2013

最佳客戶聯絡中心（企業組）

（娛樂業 — 500席位以下）

» 青衣電話投注中心

2012年傑出顧客服務經理
(客戶聯絡中心 — 娛樂業)
» 許永東 (電話投注事務經理)

2012年傑出顧客服務組長
(客戶聯絡中心 — 娛樂業)
» 王萬偉 (電話投注主任)

2012年傑出顧客服務專業人員
(客戶聯絡中心 — 娛樂業)
» 顏卉攸 (電話投注服務助理)

2012年傑出顧客服務經理
(客戶聯絡中心) — 優異獎
» 陳玉珠 (電話投注事務經理)

2012年傑出顧客服務組長
(客戶聯絡中心) — 優異獎
» 林秋瑩 (電話投注主任)
» 梁偉基 (電話投注主任)

2012年傑出顧客服務專業人員
(客戶聯絡中心) — 優異獎
» 劉浩泰 (電話投注服務助理)
» 陳偉業 (電話投注服務助理)

THE COMMUNITY CHEST Charity Partner Award

Award of Merit

» The Club for its strong support to
The Community Chest over the past
few decades

香港公益金
慈善夥伴大獎

公益嘉許獎

» 馬會多年來對香港公益金的慷慨資助

July 七月

23RD TAIPEI INTERNATIONAL FOOD SHOW

United Tastes of America – Asian Chef Challenge

Grand Champion Prize

» Eyck Zimmer, Chef de Cuisine of
Derby Restaurant

» Sing Lau, Chef de Partie of Derby
Restaurant

第23屆台北國際食品展覽會

「美國之味 — 亞洲廚藝競賽」

全場總冠軍

» 司馬垣 (打吡餐廳菜式主廚)

» 劉耀星 (打吡餐廳主廚)



TOP TO BOTTOM 由上至下

International Property
Awards 2013-2014

The Community Chest
Charity Partner Award
香港公益金
慈善夥伴大獎

Carbon Care Label Awards
低碳關懷標籤

