

Category	Company		
Grand Award	Cathay		

Category	Ranking	Company	Programme
Programme - Outstanding Customer Service	Gold	The Hong Kong Jockey Club	HKJC Retail Transformation Journey: From Transaction Branch to Experience Shop - Re-innovating Customer Sportainment Experience and Creating New Values
	Silver	MTR Corporation Limited	Customer Service Month 2023
	Bronze	AXA China Region Insurance Company Limited	From Insight to Action - Go the Extra Mile for our Customers
	Merit	Airport Authority Hong Kong	New Experience of Baggage Service
	Merit	Ngong Ping 360	Rubber Duck@NP360

Category	Ranking	Company	Programme
Programme - Digital Service Strategy	Gold	Hong Kong Fire Services Department	Intelligent Life Locator in large-scale mountain search and rescue operations with AI concepts
	Silver	MTR Corporation Limited	Mass Transit Reimagined: MTR Smart and Inclusive Journey
	Bronze	Cathay	Implementation of the New Contact Centre Solution
	Merit	The Kowloon Motor Bus Co. (1933) Ltd	KMB Chatbot - bot1933

Category	Ranking	Company	Programme
Programme - Customer Care Service	Gold	The Kowloon Motor Bus Co. (1933) Ltd	Finding Lost Elderly
	Silver	Airport Authority Hong Kong	Moving With Social Pulse-Social Media Engagement to Enhance Customer Experience during Pandemic
	Bronze	CLP Power Hong Kong Ltd	All For You Program
	Merit	CSL Mobile Limited	Smart Ba Ma Workshop
	Merit	Canon Hongkong Company Limited	Customer Delight Program

Category	Ranking	Company	Name / Program
Programme - Smart Services	Gold	Airport Authority Hong Kong	Extended Flight Token Application at HKIA
	Silver	Hong Kong Fire Services Department	Patient Tagging System for Multiple Casualties Incidents (PTS-MCI)
	Bronze	MTR Corporation Limited	"MTR. Care" App - Hassle-free Trips for Customers with Special Needs
	Merit	China Mobile Hong Kong Company Limited	AI Multilingual Customer Service Voicebot

Category	Ranking	Company	Programme
Programme - People Development	Gold	Ocean Park Corporation	Whiskers Village
	Silver	Cathay	Nurturing a service excellence culture at Cathay Pacific for exceptional customer experiences
	Bronze	The Hong Kong Jockey Club	Building The Future Together
	Merit	AIA International Limited	"360 Transformation - From ADAPTIVE to PROACTIVE" Training and People Development Programme
	Merit	Hongkong Post	Continuous Professional Development (CPD) programme for Controller of Post (CP) grade managers

Category	Ranking	Company	Programme
Team - Contact Center Service	Gold	Cathay	Cathay Customer Contact Team
	Silver	AIA International Limited	Pension Customer Service Hotline
	Bronze	CSL Mobile Limited	IOIO Personal Assistant
	Merit	HKT Limited	HKT Call Center
	Merit	The Hong Kong Jockey Club	Tsuen Wan Telebet Centre

Category	Ranking	Company	Programme
Team - Counter Service	Gold	CLP Power Hong Kong Ltd	SmartEnergy@ShamShuiPo
	Silver	New World Facilities Management Company Limited	Hostel Department
	Bronze	Sino Group (C. H. K. C Building Management Limited)	
	Merit	Goodwell Property Management Limited	Assistant Concierge Officer (ACO) team

Category	Ranking	Company	Programme
Team - Field & Special Service	Gold	Hong Kong Housing Society	Caring, Engaging and Smart
	Silver	Bank of China (Hong Kong) Limited	Kowloon West Business Banking Centre
	Bronze	Hong Kong Productivity Council	Chinese Medicine Development Fund
	Merit	Cathay	Hospitality First
	Merit	The Hong Kong and China Gas Co. Ltd.	Regular Safety Inspection

Category	Ranking	Company	Programme
Team - Internal Support Service	Gold	MTR Corporation Limited	Customer Experience and Learning & Development Teams
	Silver	Cathay	Cabin Crew Service Excellence Team
	Bronze	AIA International Limited	Service Training Team
	Merit	Cathay	HKIA Line Communication and Performance Team
	Merit	BOC Group Life Assurance Company Limited	Customer Experience Management Department

Category	Ranking	Company	Name
Individual - Contact Center Service	Gold	CSL Mobile Limited	Mr Poon Wing Lam Jay
	Silver	HKT Limited	Ms Ma Tsz Sin Maths
	Bronze	Bank of China (Hong Kong) Ltd	Ms Lau To Man Mani
	Merit	CLP Power Hong Kong Ltd	Ms Leung Catherine Kar Man

Category	Ranking	Company	Name
Individual - Counter Service	Gold	Bank of China (Hong Kong) Limited	Ms Lai Hoi Ling Irene
	Silver	Hong Kong Airport Services Limited	Ms Lau Kit Yu Nordy
	Bronze	Bank of Communications (Hong Kong) Limited	Ms Leung Ka Ki
	Merit	Bank of Communications (Hong Kong) Limited	Mr Lam Sheung Wa
	Merit	BOC Group Life Assurance Company Limited	Mr Wong Kwun Kit Jason

Category	Ranking	Company	Name
Individual - Field & Special Service	Gold	Hongkong Post	Mr Chow Tat Chung
	Silver	Bank of China (Hong Kong) Limited	Mr Wong Tak Chi, Zac
	Bronze	Shell Hong Kong Limited	Ms Chung Nga
	Merit	Industrial and Commercial Bank of China (Asia) Limited	Ms Yu Wing Sze Michelle
	Merit	AIA International Limited	Mr Wu Tsz Chung

Category	Ranking	Company	Name
Individual - Internal Support Service	Gold	BOC Group Life Assurance Company Limited	Mr Ng Cherk Yan Charles
	Silver	Cathay	Ms Au Yeung Amy Yee Mei
	Bronze	The Hong Kong Jockey Club	Mr Lam Wai Lim William
	Merit	AIA International Limited	Mr Chan Kim Tung
	Merit	Bank of China (Hong Kong) Limited	Ms Puk Yin Yin Pauline

Category	Company	Name
Individual - Top 10 Young Stars	AIA International Limited	Ms Chan Yin Shan, Sarah
	Airport Authority Hong Kong	Ms Karina So
	Cathay	Ms Fok Pui Ki, Katy
	Cathay	Mr. Wong Tin Long, Tim
	Cathay	Ms Cheung Hui Yan, Haley
	CLP Power Hong Kong Limited	Mr Yau Long Wai, Marvis
	Goodwell Property Management Limited	Mr Pang Chi Fung
	Hong Kong Productivity Council	Ms Li Sin Chung, Sandy
	Ngong Ping 360 Limited	Ms Share Un Tung, Choco
	Ocean Park Corporation	Ms Lau Leong Ying