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Hong Kong Airlines Won Customer Service Excellence Award 2016 and Hong Kong Top Service Brand Award

Hong Kong Airlines was recently given two prestigious awards for the first time, namely the “Grand Award - Gold Award” of the Customer Service Excellence Award 2016, and the Hong Kong Top Service Brand Award. The awards indicate that Hong Kong Airlines’ efforts to optimise its services are well recognised in Hong Kong.

Mr Stanley Kan, Service Director of Hong Kong Airlines, attended the award presentation ceremonies on behalf of the Company. He said, “Hong Kong Airlines always strives to deliver high-quality services to our passengers. We attach great importance to our frontline services, and yet we also make great efforts to foster a service-oriented culture in all other departments. We are very delighted to be given the two renowned awards at the beginning of the year. Our competitors were local brands from different industries. We are truly grateful to our customers for their support and also the organisers of the awards.”

The Customer Service Excellence Award programme was launched by Hong Kong Association for Customer Service Excellence in 2002, with the aim of recognising excellent companies and staff on an annual basis and promoting a customer service-oriented culture. The Hong Kong Top Service Brand Awards was jointly launched by the Hong Kong Brand Development Council and the Chinese Manufacturers’ Association of Hong Kong in 2005. It is designed to commend exceptional services offered by local brands, with a view to encouraging local enterprises to strive for excellence and also raising the profile of Hong Kong products and services.

