



Press release

## Exemplary customer service earns two top titles in International Customer Relationship Awards scheme

**Hong Kong - 6 June 2016** - Hutchison Telecommunications Hong Kong Holdings Limited (HTHKH or the Group; stock code: 215) has won the "Contact Centre of the Year" and "People Development Programme of the Year" titles in recognition of an excellent track record in customer service, as judged by the 14<sup>th</sup> International Customer Relationship Awards.

### Happy team adopts "service with a smile and sincerity" approach

The Group's contact centres aim to achieve "first call resolution" by satisfying a customer's enquiry in just one call, while inter-connected centres ensure uninterrupted service at all times. Raising customer service levels at every opportunity played a major role in attainment of the "Contact Centre of the Year" title. Customer service practices throughout the group receive constant attention from a dedicated department, plus input from consultancies conducting brand and shopper experience assessment on a regular basis.

Triumph in the "People Development Programme of the Year" category was the product of a frontline staff contingent trained to generate customer satisfaction. This is achieved by grooming a happy team that adopts a "service with a smile and sincerity" approach. In addition, the Group's comprehensive people development programme benefits from various communications channels via which staff members deliver feedback and contribute to creating a happy environment.

### "One team. One heart. Better service from 3"

HTHKH Chief Operating Officer Jennifer Tan said: "These accolades are great encouragement to the Group and our frontline staff. In line with our 'Making Better' philosophy, we constantly aim to raise the bar in network quality and a diversity of innovative services in order to deliver an ever-improving customer experience. Our dedicated team focuses sharply on customer needs and developed a digital customer service platform in tune with our 'One team. One heart. Better service from 3' slogan."

The CRE Awards are organised by the Asia Pacific Customer Service Consortium to applaud outstanding customer service from enterprises and staff across Asia Pacific region. Competing enterprises are required to undergo internationally-recognised Certificate in Customer Service Management training. They then deliver a business case presentation and are assessed against the world-class Customer Service Quality Standard before votes are invited from the public. Finally, a panel of expert judges selects winners based on performance at every stage.

-Ends-

### **About Hutchison Telecommunications Hong Kong Holdings Limited**

Hutchison Telecommunications Hong Kong Holdings Limited (HTHKH, or the Group; stock code: 215) is a leading telecommunications operator that combines the strengths of mobile, fixed and



Wi-Fi networks. Advanced mobile communications are provided in Hong Kong and Macau under the "3" brand, while fixed-line residential broadband, telephone and IDD services are offered in Hong Kong as part of the "3Home Broadband" stable of offerings. The Group also provides local and international customers with sophisticated fixed-line services, corporate solutions, data centre capabilities, cloud computing and high-speed Wi-Fi services under the HGC brand. HTHKH is a member of the CK Hutchison Holdings group (stock code: 1) and channels the latest technologies into innovations that set market trends and steer industry development.

For more information on HTHKH, please visit [www.hthkh.com](http://www.hthkh.com).

For 3 Hong Kong mobile services, please visit [www.three.com.hk](http://www.three.com.hk).

For 3 Macau mobile services, please visit [www.three.com.mo](http://www.three.com.mo).

For HGC fixed-line services, please visit [www.hgc.com.hk](http://www.hgc.com.hk).

For media enquiries, please contact:

Sandy Wong / Emily Jim

2128 5313 / 2128 2811

[sandy.wong@hthk.com](mailto:sandy.wong@hthk.com) / [emily.jim@hthk.com](mailto:emily.jim@hthk.com)