

Forty years of excellent service in building and facilities management



Alkin Kwong
Vice Chairman & Chief Executive
Hong Yip Service Co Ltd

Hong Yip Service Company Limited, a wholly owned subsidiary of Sun Hung Kai Properties Limited, one of the leading property developers in Hong Kong, has been incorporated since 1967. With 40 years of solid property and facility management experience, during which we have constantly improved our services to cope with the times and the needs of our clients, we are highly esteemed and recommended, resulting in growing business and expanding scales of operation.

We have today developed into one of the largest property man-

agement companies in Hong Kong, employing over 10,000 people and managing a portfolio of over 1,400 individual building blocks in Hong Kong, representing 145,000 units with more than 110 million square feet in total, ranging from private estates, luxurious houses, commercial and industrial buildings to car parking, shopping arcades and other facilities.

Mr Alkin Kwong, Vice Chairman & Chief Executive of Hong Yip, is honored to receive the eminent award again from APCSC. Hong Yip's mission is to deliver premier service with ultimate courtesy, and to manage every property to the highest standard of quality. Hong Yip emphasizes the highest standard of customer services - "Proactive, Smiling, Caring, Greeting, Grooming" to our customers.

Thanks to the team spirit and the dedication of our staff, coupled with our superior corporate management, Hong Yip was granted CRE Awards for three successive years, namely, Corporate Service Team of the Year (2004), Customer Satisfaction Quality System of the Year (2005) and People Development Program of the Year (2006). These awards can demonstrate our every effort in attaining

staff performance at the highest standard, as well as delivering eminent services to our customers.

Quality Measurement

Hong Yip has implemented seven scopes of internal monitoring systems to facilitate communication with clients to ensure that high service standards are maintained, including:

1. SHKP Audit
2. Internal Audit
3. Annual "Management Service Opinion Survey" by Independent consultants
4. Mystery Customer Visits
5. Home Visits by Senior Management
6. Tea Gatherings
7. 24-hour Control Centre

Hong Yip residents' satisfaction levels have risen steadily each year, reaching 99% in the last survey.

Mentor Program

We are the pioneer in appointing experienced and outstanding staff as mentors. They observe the performance, plus areas for improvement of colleagues and tailor their instructions and tuition according to individual needs.

Staff Training

With over 10,000 staff, we strive to elevate our team members' skills and enhance their career prospects through the multi-scope of training, sharing, various workshops, staff opinion survey, study subsidiaries and other benefits for staff development.

Customer Focus

Hong Yip appears to be more than living up to its mission state-

ment, which is to "become Hong Kong's best quality property and facilities management company, and to continue to create an ideal home for customers". Rising client expectations mean that the company will continue to reinvent themselves, but they maintain that continuity in professional training, constant technology upgrades and awareness of customer expectations will always remain the hallmark of their services.



Home visit by Hong Yip's Vice Chairman & Chief Executive Mr Alkin Kwong