



Asia Pacific  
Customer  
Service  
Consortium

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## NEWS RELEASE

### **Henderson Land Group Property Management Department Receives CSQS Site Certification from APCSC**

Hong Kong, China – July 6, 2007 -- **The Asia Pacific Customer Service Consortium (APCSC)** presents the **Customer Service Quality Standard (CSQS) site certificate** to **Henderson Land Group Property Management Department—Well Born Real Estate Management and Hang Yick Properties Management** in recognition of their achievements and high level of compliance to **CSQS Level III Strategic Business Unit**. Customers of the communication equipment and property management industries will get a boost in the quality and consistency of customer service.

**Mr. Jason Chu, Chairman of APCSC**, commented “The property management service teams of Henderson Land Group Property Management Department—Well Born Real Estate Management and Hang Yick Properties Management have implemented best practices in customer service to ensure professional and quality service offering to customers in the property management industry. Always looking for better ways to serve customers, Henderson Land Group Property Management Department has introduced innovative and value added services delivered through a team of energetic and dynamic customer service professionals. Their business success is a result of their customer-focus strategy and culture. On behalf of APCSC, I would like to congratulate Henderson Land Group Property Management Department—Well Born Real Estate Management and Hang Yick Properties Management for their CSQS achievement ranking together with other world class companies in Asia.”

**Mr. Suen Kwok Lam, MH, Managing Director of Henderson Land Group** said, “Henderson Land Group Property Management Department—Well Born Real Estate Management and Hang Yick Properties Management, is honoured to continuously excel the Customer Service Quality Standard and attain the highest level of CSQS certification by the APCSC. Following the success in obtaining the first level and second level certifications, we demonstrated our strength in devising, implementing and integrating improvement plans to our customer service strategy, which in turn enabled us to deliver sophisticated after-sales services to our valuable customers. In future, we will continue to strive for service improvement and further enhance our service standard in the pursuit of excellence.”

The CSQS has been developed jointly by the Asia Pacific Customer Service Consortium (APCSC) and the researchers at the University of Hong Kong (**HKU**), with industry support by the CSQS Committee Asia. It is the highest certification awarded to customer service organizations that strive to develop customer relationship excellence.

The CSQS offers a 360 degree Customer Service Quality Standard that enhances the knowledge management, organization learning and customer relationship excellence. APCSC is inviting leading organizations to participate as a committee member and to contribute to the development of the standard. Through the CSQS Committee, CSQS benefits from a practitioner-based, user-driven set of best-practice standard that can be followed by service organizations to manage and improve their customer service supply chain systematically and effectively so that customer and service recipient requirements and expectations are met consistently and efficiently with the delivery of service excellence.

**About Asia Pacific Customer Service Consortium (APCSC) [www.apcsc.com](http://www.apcsc.com)**

APCSC is founded with the belief of “*Excellent Customer Relationship is the only way to Sharpen your Competitive Edge!*” The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across Asia Pacific Region and to recognize and reward companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

**Henderson Land Group Property Management Department—Well Born Real Estate Management and Hang Yick Properties Management [www.hld.com](http://www.hld.com)**

Henderson Land Group Property Management Department—Well Born Real Estate Management and Hang Yick Properties Management, is dedicated to providing one-stop sophisticated services including finance control, facility management, security, cleaning and maintenance services to high-end properties, mass residential-cum-retail projects and car parks developed by the Group. With landmark management projects such as the Beverly Hills, King’s Park Hill, Grand Promenade, Grand Waterfront, CentreStage, Metro City and Sunshine City; Well Born and Hang Yick currently manage some 200 property developments across the territory, with a total of approximately 80,000 residential units and car park spaces. Over the years, Well Born and Hang Yick continue to earn praise from the public and received over 1000 international and local accolades and accreditation in various performance-related aspects.

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**For Press interviews, CSQS and CRE Awards, please contact Ms. Lau via tel: 852+2174 1428 or email: [enquiry@apcsc.com](mailto:enquiry@apcsc.com)**



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## 新聞稿

### 恒基兆業地產集團物業管理部一偉邦物業管理及恒益物業管理 獲得亞太顧客服務協會所頒發的優質顧客服務標準(CSQS)認可證書

中國，香港 - 2007年7月6日亞太顧客服務協會頒發優質顧客服務標準(CSQS)證書予恒基兆業地產集團物業管理部一偉邦物業管理及恒益物業管理，以認可他們的卓越成就符合了優質顧客服務標準第三階段策略性商業單位。物業管理業的顧客將得到客戶服務質素和穩定性的提升。

亞太顧客服務協會(APCSC)主席，朱剛岑先生表示：「恒基兆業地產集團物業管理部一偉邦物業管理及恒益物業管理的物業管理隊伍，在執行顧客服務最佳守則上，確保向物業管理業的顧客提供專業與優質服務。恒基兆業地產集團物業管理部不斷尋找為顧客服務的更好方法，由積極上進的顧客服務專業人員提供創新服務與價值。以顧客為中心的策略與文化給他們帶來了商業成功。我代表亞太顧客服務協會祝賀恒基兆業地產集團物業管理部一偉邦物業管理及恒益物業管理，和亞洲其他世界級公司一起達到優質顧客服務標準等級。」

恒基兆業地產集團執行董事孫國林, MH表示：「恒基兆業地產集團物業管理部一偉邦物業管理及恒益物業管理十分榮幸能持續臻達「優質顧客服務標準」，獲亞太顧客服務協會頒發最高標準殊榮。在成功達至初級及中級服務標準後，我們繼續籌劃提升服務質素的計劃，推而行之，使其融入原有的客戶服務策略當中，致使我們能提供優質售後服務，滿足客戶所需。未來，我們會精益求精，持續提升服務質素，提供更卓越的客戶服務。」

優質顧客服務標準是由亞太顧客服務協會及香港大學研究員合作制定，亞太優質顧客服務標準委員會業界支持。這是致力於優質顧客關係的客戶中心和顧客服務機構所獲得的最高認可標準。

CSQS以全方位的優質顧客服務標準提昇企業的知識管理、機構研習及優質客戶關係服務。亞太顧客服務協會現正邀請各大機構加入優質顧客服務標準委員會，齊心為CSQS 標準的發展作出貢獻。透過CSQS 委員會的評審，優質顧客服務標準受惠於以業界實踐為基礎及用者導向的最佳守則標準，讓更多服務業機構作為參考，從而系統化及效率性地管理和改善顧客服務供應鏈，透過提供準確及迅速的優質服務回應顧客的要求和期望。

#### **有關亞太顧客服務協會 (APCSC) [www.apcsc.com](http://www.apcsc.com)**

亞太顧客服務協會(APCSC)成立的信念在於「優質的顧客關係是增強競爭力的唯一方法！」，協會的目標是在亞太區的國際城市推廣優質顧客關係及服務質量。同時透過亞太傑出顧客關係服務獎致力表彰那些為客戶提供出色服務的企業、團體和個人。

#### **有關恒基兆業地產集團物業管理部一偉邦物業管理及恒益物業管理 [www.hld.com](http://www.hld.com)**

恒基兆業地產集團物業管理部一偉邦物業管理及恒益物業管理，為集團發展的住宅及商用物業提供一站式財政監管、設施管理、保安清潔及維修保養等服務。目前，偉邦及恒益管理近200個遍及全港的物業項目，合共逾80,000個單位及車位，重點管理項目計有大埔比華利山別墅、何文田京士柏山、港島東嘉亨灣、東九龍翔龍灣、半山聚賢居、將軍澳新都城及馬鞍山新港城等。偉邦及恒益悉力為客戶提供優質服務，表現獲廣泛認同，歷年來迭獲超過1000項國際及本地殊榮，彰顯其在客戶服務、人力資源發展、環境保護及社會服務方面的成就。

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有關新聞採訪、優質顧客服務標準及傑出顧客關係服務獎，請致電852+2174 1428 與劉小姐聯絡，或透過電郵至 [enquiry@apcsc.com](mailto:enquiry@apcsc.com)