

HOPEWELL

Bulletin Centre

信守服務承諾 力臻完美 Pledged to Provide Excellent Service

作為具信譽的物業管理先驅，合和中心承諾為每位尊貴客戶提供專業高質的貼心服務，力求做到：
As one of the leading property management companies with a strong reputation in providing comprehensive property management services in Hong Kong, Hopewell Centre commits to deliver attentive and professional services to our esteemed customers with following missions:

- 以客為尊，提供以客為本的優質服務
- 重視每一個客戶的意見及反映，並作出即時回應，跟進及改善
- 主動提供全天候24小時服務
- Strongly committed to our Customer First policy and delivering the best services to our customers
- Pay careful attention to all customer enquiries and promptly provide feedback in accordance with our service pledge
- 24-hour services are provided by our enthusiastic property management team

合和中心服務承諾 Service Pledge of Hopewell Centre



服務 Service	內容 Description	目標 Target	上季已達 目標比率 % of achievement in last season
緊急事故處理 Emergency Handling	<ul style="list-style-type: none"> ★ 客戶服務 Customer service ★ 保安服務 Security service ★ 清潔服務 Cleaning service 	<input checked="" type="checkbox"/> 我們會於15分鐘內跟進 To follow-up within 15 minutes after reporting	100%
客戶服務 Customer Service	<ul style="list-style-type: none"> ★ 書面查詢 Enquiry in writing ★ 書面投訴 Complaint in writing 	<input checked="" type="checkbox"/> 當收到您的意見後， 您會於7個工作天內獲得書面回覆 To reply within 7 working days upon receipt	
保安服務 Security Service	<ul style="list-style-type: none"> ★ 巡邏公眾地方 Common area patrolling 	<input checked="" type="checkbox"/> 一日六次 6 times per day	
設施管理 Facility Management	設施故障包括 Facilities malfunction including: <ul style="list-style-type: none"> ★ 升降機及扶手電梯 Lift and escalator ★ 食水供應，電力供應，中央空調調節系統，排水系統，出入監控系統，車場管理設施及其他設施 Water supply, electricity supply, air conditioning supply, drainage system, access control system, carpark facilities and others 	<input checked="" type="checkbox"/> 我們會於10分鐘內跟進 To follow-up within 10 minutes after reporting <input checked="" type="checkbox"/> 我們會於15分鐘內跟進 To follow-up within 15 minutes after reporting	



G/F, Hopewell Centre 合和中心地下

2263 3153



INFINITI

INFINITI 位於灣仔合和中心的全新陳列室正式開幕，方便消費者選購最新車款。煥然一新的陳列室地方寬敞，體現了Infiniti時尚高雅、大膽創新及富現代感的設計風格。The brand new showroom of Infiniti in Hopewell Centre, Wanchai, is now open! The luxurious high-tech style showroom offers a more spacious setting with its extraordinary exterior and premium interior.



Café & Meal MUJI

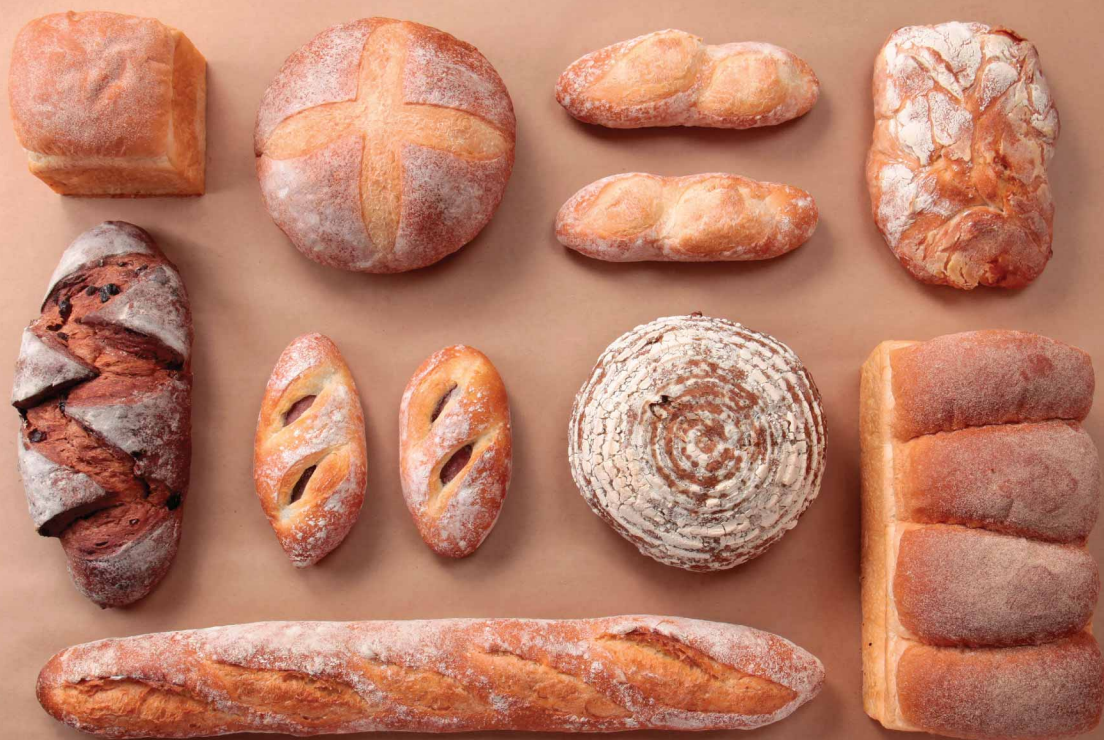
新登場
Now Open

 G/F, Hopewell Centre 合和中心地下

 3971 3280



DELI



BAKERY

 **合和物業代理有限公司**
HOPEWELL REAL ESTATE AGENCY LIMITED

合和實業有限公司全資附屬機構 A Wholly Owned Subsidiary of Hopewell Holdings Ltd.

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