

# HOPEWELL

Bulletin Centre

## 服務承諾 尊尚服務 Performance Pledges Aim at Top Services

合和物業管理公司一直以專業的管理經驗、忠誠及體貼的服務，竭盡所能提供高質素管理服務、即時跟進服務及完善設施保養，從而滿足客戶的需求，我們並承諾不斷提升服務水平和設施：

Hopewell Centre Property Management Company is built on experience, integrity and top service, we provide dependable management, responsive service and well-maintained facilities. Your satisfaction is important to us, so we pledge to uphold:

1. 以客為尊，提供以客為本的優質服務  
Strongly committed to our Customer First policy and delivering the best services to our customers
2. 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  
Pay careful attention to all enquiries and provide timely feedback
3. 主動提供全天候24小時服務  
Proactive 24-hour attentive services provided by enthusiastic property management team

## 服務承諾 Service Pledge

服務 Service	內容 Detail	目標 Target	上季已達 目標比率 % of achievement in the last season
緊急事故處理 Emergency Handling	<ul style="list-style-type: none"> <li>★ 客戶服務 Customer service</li> <li>★ 保安服務 Security service</li> <li>★ 清潔服務 Cleaning service</li> </ul>	<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"> <li>★ 書面查詢 Enquiry in writing</li> <li>★ 書面投訴 Complaint in writing</li> </ul>	<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"> <li>★ 巡邏公眾地方 Common area patrolling</li> </ul>	<input checked="" type="checkbox"/> 一日六次 6 times per day	
設施管理 Facility Management	<ul style="list-style-type: none"> <li>★ 升降機及扶手電梯 Lift and escalator</li> <li>★ 食水供應，電力供應，中央空氣調節系統，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</li> </ul>	<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	
人事培訓 Training	<ul style="list-style-type: none"> <li>★ 員工在職訓練 On-the job training</li> </ul>	<input checked="" type="checkbox"/> 80%前線同事每季最少平均 接受3小時在職訓練 80% frontline staff attend at least 3 hours on-the-job training quarterly	



# 精彩禮遇 A Wealth of Privileges

卓越服務的承諾推動我們為合和中心租戶提供無限精彩禮遇。成為合和中心租戶網上專頁用戶，即享多項購物優惠、免費贈品、贈券，及有機會參與所舉辦之特別活動。請即提供個人名片並登記成為用戶，即享連串優惠。At all time, our pledge of service excellence drives the launch of a range of promotional offers to Hopewell Centre tenants. Members of Hopewell Centre Tenants Online Homepage can enjoy an assortment of offers, from special events, purchase discounts to free give-away and coupons. Send us your name card now to register for a membership and enjoy the rewards.

尚未成為用戶？  
Not a member yet?

只須將個人名片電郵至

[tenant\\_registration@hopewellcentre.com](mailto:tenant_registration@hopewellcentre.com)，  
標題為：合和中心租戶網上專頁 - 個人賬戶申請。  
Simply email the scanned copy of your name card to  
[tenant\\_registration@hopewellcentre.com](mailto:tenant_registration@hopewellcentre.com) titled with  
"Hopewell Centre Tenants Online Homepage -  
Application for login account".

有關查詢，請致電2527 7292合和中心顧客服務。  
For any queries, please contact  
Hopewell Centre Customer Services  
at 2527 7292.

## 2015年禮遇 Offers in 2015



Assimo



1月  
JANUARY



2月  
FEBRUARY



3月  
MARCH



4月  
APRIL



5月  
MAY



6月  
JUNE



7月  
JULY



8月  
AUGUST



9月  
SEPTEMBER



10月  
OCTOBER



11月  
NOVEMBER



12月  
DECEMBER





合和中心尊尚會

HOPEWELL CENTRE  
*Elite* CLUB



# 聖誕午聚

## Christmas Lunch Party

聖誕是普天同慶的日子，以歡笑、五光十色的燈效及醉人音樂歡度節日。上年12月，合和中心尊尚會邀請了一眾會員出席尊尚會聖誕午聚，於MyHouse品嚐歐洲經典佳餚，欣賞現場DJ音樂，渡過了一個歡欣中午。

Christmas season is a time of celebration and sharing, the holiday is filled with joy, laughter, light and music. Last December, Hopewell Centre Elite Club invited our valued members to a joyous Christmas lunch party at MyHouse where they had enjoyed a laid-back time with fine foods, wines and live Deejay music.



**HH** 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.  
灣仔皇后大道東183號合和中心63樓  
63/F, Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong



租務查詢 Leasing Enquiries:  
有關寫字樓 Office: 2863 4223 / 2863 4293  
電郵 Email: [leasing@hopewellcentre.com](mailto:leasing@hopewellcentre.com)



有關零售商舖 Retail: 2862 5610  
傳真 Fax: 2866 1034

# WELCOME TO

# LEETUNG AVENUE

## SHOP 悠閒購物

## DINE & CAFÉ 品味餐饗

H2 Cards  
G07

Moleskine  
G08

Ginza West  
G13

喜遇  
Hay

La Bo La  
G02 & 03

Passion by Gerard Dubois  
G11, 12 & F12A

Forever Couple  
G16 & F16A

Vivienne Tam  
G17

Le Creuset  
G26 & F26A

G01, 04, 05 & F01A

Okashi Galleria  
G14, 15 & F15A

Bistro Seoul  
G22, 23 & F22A

Omotosando Koffee  
G24, 25

Pretty Ballerinas  
G26A

ACE Lifestyle  
G27

TWIST accessories  
G30

鴛鴦  
Yuan Yang  
G28 & 29

囍碟  
Hei House  
G31 & F31A

YOKU MOKU  
G35 & F35A

Shuang Xi Lou  
G32 & F30A

PANDORA  
G34A

Benefit  
G34B

Florté  
G37

Le Pain Quotidien  
G40, 40A, 41 & G41-LA

A.R Sutton Engineers  
F39A & 41A

The Elephant  
G36

Innisfree  
G39

Lucky Blossoms  
B01

大同老餅家  
TAI TUNG BAKERY  
B02 & 03

工夫茶舍  
Gong Fu Teahouse  
B08 & 09

BROOK'S CAFÉ  
B14

招財貓  
Lucky Cat  
B04

新啟達  
Sun Kai Tat  
B07

Kam Fai  
B10

古法烘焙

Gu Fah Bakery  
B30

榮華餅家

Wing Wah Cake Shop  
B34 & 35

GaZ accessories  
B13

Silversmith  
B31

Catalo  
B37

PCL  
B38

農本方  
Nong's  
B39

THERMOS LUXURY CONCEPT  
B40

## LOCATION MAP 位置圖



### Car Park is now open 停車場經已啟用

### Parking Charge 停車場收費

Private Car / Motorcycle Parking Rate  
私家車 / 電單車收費:

**HK\$30/Hour 每小時**

Van / Lorry Parking Rate  
輕型貨車 / 貨車收費:

**HK\$50/Hour 每小時**

📍 Address 地址

200 Queen's Road East, Wan Chai, Hong Kong  
灣仔皇后大道東200號

✉ Enquiry 查詢

[ltinfo@leetungavenue.com.hk](mailto:ltinfo@leetungavenue.com.hk)

🕒 Opening hours 開放時間 10am - 10pm



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[www.leetungavenue.com.hk](http://www.leetungavenue.com.hk)

