

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 reliable management, responsive service and well-maintained facilities. Your satisfaction is important to us, so we pledge to uphold:

- 以客為尊，提供以客為本的優質服務
Strongly committed to our Customer First Policy and deliver the best services
- 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 full attention to every enquiry and suggestion and provide timely feedback
- 主動提供全天候24小時服務
Proactive 24-hour services

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"> * 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	<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 	<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"> * 員工在職訓練 On-the job training 	<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	



有關申請入會之詳情，請致電2527 7292合和中心顧客服務部查詢。

For any queries on the membership application procedure, please contact Hopewell Centre Customer Services at 2527 7292.



PANDA HOTEL
悅來酒店



殷悅

yinyue
chinese cuisine

賀 中西薈萃 雞年

"East Meets West"
Gastronomic Delight to
Celebrate the Year of Rooster

想安在家中與摯愛親朋一起品嚐酒店佳餚？米芝蓮指南推介餐廳殷悅中菜廳行政總廚梁耀基師傅特意炮製三款新春盆菜，絕無添加防腐劑，更為喜愛素食的人士特設全素盆菜！無論是無肉不歡，還是喜愛素菜的您，都總有一款合您心意！

Spend a quality bonding time with your family and relatives and bring back home the quality cuisine of a hotel standard. Chef Quentin Leung, the Executive Chef (Chinese Kitchen) of Michelin-recommended YinYue Chinese restaurant of Panda Hotel, brings you a selection of three homemade poon choy dishes with no added preservatives. Tailor-made vegetarian poon choy is also available for those health-conscious yet the original taste remains.

📍 荃灣荃華街3號悅來酒店30樓
30/F, Panda Hotel, 3 Tsuen Wah Street, Tsuen Wan

☎ 24093182



合和中心尊尚會

HOPEWELL CENTRE
Elite
CLUB

2016 🎄 聖誕午聚

CHRISTMAS LUNCH PARTY



合和中心尊尚會一年一度的聖誕午聚於2016年12月15日圓滿舉行。賓客們均感受到以現場音樂為主題的1563 at the East的魅力，在悠悠樂韻下品嚐聖誕美饌。除了預早慶祝佳節外，聖誕午聚更是合和中心尊尚會會員歡聚一堂，聯誼寒暄的好契機。在大抽獎的環節，更有不少幸運兒中獎、滿載而歸，場面熱鬧非常。

Hopewell Centre Elite Club Christmas Lunch Party was successfully held on 15th December 2016. Members and guests were able to enjoy Christmas gastronomic delights in 1563 at the East, a live house music restaurant. Under the lovely festive music, a few lucky stars have won their early Christmas gifts during the lucky draw.



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 42
電郵 Email: leasing@hopewellcentre.com



有關零售商舖 Retail: 2863 4284 / 2863 4306
傳真 Fax: 2866 1034