

優質旅遊服務協會32周年晚宴 2026傑出優質商戶及員工服務獎頒獎典禮

QTSA 32ND ANNIVERSARY ANNUAL DINNER
2026 OUTSTANDING QTS MERCHANT & SERVICE STAFF AWARDS PRESENTATION CEREMONY



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優質旅遊服務協會32周年晚宴
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2026 Outstanding QTS Merchant Service Staff Awards - Gold Award Winner's Sharing

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湯詠恩小姐 Ms Tong Wing Yan 莎莎化粧品 Sa Sa Cosmetic

能夠榮獲 2026 傑出優質商戶員工服務獎 - 主管級員工金獎，我感到無比榮幸。這份榮譽不僅是對我個人工作的前進動力，更是對我們整個莎莎團隊共同追求「優質服務」的最佳肯定。在莎莎擔任店舖主管，我深刻體會到，優質服務不僅僅是滿足顧客的需求，更是用專業與溫度去傳遞美麗。這份榮譽，屬於店舖的每一位前線夥伴。

作為主管，我的職責是引領與傳承，而正是大家每天在前線展現的專業、熱忱與笑容，才將優質服務轉化為顧客實實在在的感動。感謝莎莎管理層的信任與栽培，給予我發揮的舞台。未來，我將以此為新起點，繼續帶領團隊深耕優質服務，把「以客為本」的精神做到極致，為每一位顧客締造更卓越、更專業的美妝購物體驗！謝謝大家！

It was a tremendous honour to have received the 2026 Outstanding QTS Merchant Service Staff Awards - Supervisory Gold Award. This recognition is not only a driving force for my own personal growth, but also a powerful affirmation of the entire Sa Sa team's shared commitment to delivering exceptional service. As a Store Supervisor at Sa Sa, I have come to understand that great service goes beyond simply meeting customer expectations — it is about conveying beauty with both expertise and heart. This accolade belongs to every frontline colleague in the store.

My role is to lead and nurture, and it is their daily dedication, professionalism and warm smiles that turn quality service into genuine moments of customer delight. I would like to express my sincere gratitude to Sa Sa's management for their trust and guidance, and for providing me with a platform to grow and contribute. Moving forward, I will take this award as a new beginning. I am committed to continuing to lead my team to develop our service excellence, embedding a customer-first ethos into every interaction, and creating an even more outstanding and professional beauty shopping experience for every customer who walks through our doors.



► 時尚及生活品味 Fashion & Lifestyle

雷聚財先生 Mr Lui Tsui Choi 謝瑞麟珠寶有限公司 TSL Jewellery (H.K.) Co Ltd

能夠榮獲金獎，心情非常喜悅。我認為脫穎而出的關鍵，是源於內心的決心與自信。我希望能藉此機會證明自己的管理風範，並以真誠的態度與評判進行交流。這次獲得業界肯定，首先要衷心感謝公司一直以來提供的良好平台與資源，讓我們能在優越環境中發揮所長、實現價值。公司的信任與栽培，賦予我們前行的信念，讓我們在服務路上不斷精進。

與此同時，這份榮耀是整個團隊鼓勵與支持的結果，正因身處這個出色團隊，有每一位同事的專業、包容與拼搏，我才得以不斷成長。我希望這次獲獎能成為同事們的榜樣，讓我們繼續堅守待客之道，將品牌及香港形象，轉化為顧客心中開心難忘的體驗。這份榮耀不只屬於我和團隊，更屬於公司大家庭。讓我們一起努力，共創更輝煌的未來！

Winning the Gold Award in this competition fills me with great joy. I believe the key to standing out was my determination and confidence. I wanted to use this opportunity to prove my management style I have always believed in, and to discuss my ideas sincerely with the judging panel. I would like to thank the company for providing us with such a good platform and resources, enabling us to leverage our strengths and achieve our goals in a great environment. The company's trust and support have given us the belief to keep moving forward.

At the same time, this honour is the result of my whole team's encouragement and support. Being part of this excellent team, with the professionalism, tolerance and hard work from each colleague, I have been able to grow. I hope this award will set an example for my colleagues. Let us continue to uphold our hospitality principles, transforming our brand and Hong Kong's image into a joyful and unforgettable experiences for our customers. This honour belongs not only to me and my team, but to the entire company family. Let us keep working together to create an even brighter future!



► 本地小店組別 Local SMEs



危俊池先生 Mr Ngai Chun Chi 壹玖捌叁 Hong Kong Cuisine

十分榮幸今次能夠獲得主管級員工金獎。回想起當晚在頒獎台上，主持人讀出自己的名字上前領獎的一幕，至今仍然歷歷在目，心中冒出了一絲絲的「驕傲」。這份驕傲不是因為獎項，而是因為公司及團隊的體諒和包容，以及同事之間互助互勉托付出來的光榮。因此，這個獎項是屬於每位同事的。

在我們餐廳團隊中，每位都是在業內有相當經驗的人，當中大部分人都有了家庭及小孩。工餘時間，大家有很多聊不完的話題；到了工作的時候，大家又能夠專注認真服務客人。忙碌過後又繼續哈哈大笑，慢慢地由同事變成朋友。我相信這個是工作的最大動力，也是令團隊變得強大的原因之一。正因如此，我們在招待客人用餐時，總會帶著微笑，以禮待人。在提供高質素食物的同時，加以溫暖窩心的體貼服務，更能夠打動客人的心。最後，我相信最好最優質的服務，從來不是依書直說的理論，而是從心而發的人性化處理手法。

I am deeply honoured to have received the Supervisory Gold Award. I can still recall the moment the host called my name, the walk to the stage, and the applause that followed. A subtle sense of "pride" grew in my heart that evening, and it remains as vivid as it was then. This pride, however, is not for the award itself, but rather for the understanding and accommodation extended by the company, team and the shared glory forged through mutual support and encouragement amongst colleagues. This award therefore belongs to every one of us.

The restaurant's team are all highly experienced industry professionals, and most of us have families and children. In our spare time, we share endless conversations, yet when it comes to work, everyone delivers impeccable service with absolute dedication. Once the rush is over, we return to laughter, gradually transforming from colleagues into close friends. I believe this is the greatest driving force behind our work and one of the core strengths that makes our team so robust. Because of this bond, we greet every guest with a smile and treat them with the utmost courtesy. While serving high-quality cuisine, it is our warm, thoughtful, and attentive care that truly resonates with our guests. In conclusion, I firmly believe that the highest quality of service is never about textbook theories, but rather a genuine, human-centric approach that comes from the heart.

► 零售：其他 Retail: Other

朱諾謙先生 Mr Chu Nok Him 實惠家居有限公司 Pricerite Home Limited

參與由香港旅遊發展局主辦的「2026 傑出優質商戶員工服務獎」，是我在 2026 年的一段神奇之旅。首先，衷心感謝公司對我的信任。相比於個人榮譽，更令我欣喜的是能夠代表公司 Pricerite 實惠奪得主管級員工金獎，以此回饋公司多年來的栽培。比賽過程中，我確實獲益良多，拓闊了眼界，也促進了個人的成長。

此外，我亦誠摯感謝評審們的肯定。正如決賽面試當日所言，我希望我的團隊每日都能夠「開心返工，開心收工」，將發自內心的快樂傳遞給每一位顧客，並為顧客多進一步。這正是我們 Pricerite 實惠「以人為本，以客為先」的待客之道。最後，再次感謝主辦單位及所有參與是次比賽的機構和人士。盼望一眾同業繼續努力，將優質服務傳承下去，共勉之。

Taking part in the "2026 Outstanding QTS Merchant Service Staff Awards", organised by the Hong Kong Tourism Board, has been a truly amazing journey for me this year. First, I would like to thank Pricerite for its trust in me. Beyond this personal accolade, what brings me even greater joy is the honour to represent Pricerite and receive the Supervisory Gold Award on its behalf. It feels like a small way of repaying to the company for all the support and development it has given me over the years. The competition process was incredibly enriching, and I gained valuable insights and personal growth along the way.

I would also like to express my sincere gratitude to the judges for their recognition. As I said during the final interview, my hope is that every day, my team will be "Happy to come to work, happy to clock off", sharing genuine joy with every customer and always going the extra mile. To me, that truly embodies Pricerite's hospitality philosophy of being "people-oriented and customer-first". Last but not least, I would like to thank the organisers and everyone involved in this competition. May fellow professionals in the industry continue to strive to uphold and pass on the tradition of excellent service. Let's keep up the great work together.

