

MOKO shows winning service with heart spirit MOKO新世纪广场以心服务 备受赞赏

The Group refurbishes its shopping malls on a regular basis, brings in new shops and constantly refines service to make customers feel welcome. MOKO by MTR Mong Kok East Station finished a major revamp in the second half of 2015 giving it a new, more attractive layout and enhanced customer service, bringing a number of recent awards.

Renovation earns gold award

MOKO has a fresh look inside and out after the renovation with broad windows letting in natural light for comfortable shopping and leisure. The stylish, curvy atrium makes shop fronts stand out and spreads traffic, while the redesigned mall space and shops enhance the shopping experience and reconfigured express escalators carry patrons to different floors, bringing tenants more business.

Shoppers now have a new MOKO and the reconfiguration has strengthened the mall's position as a chic retail hub in Mong Kok. The project has been awarded the highest gold award in the Renovations / Expansions

category of the 2016 Asia Pacific Shopping Center Awards given by the International Council of Shopping Centers (ICSC).

More recognition for customer service

MOKO customer care ambassadors are constantly improving with comprehensive training to enrich professional knowledge. A happy work environment also helps build team spirit and motivates ambassadors to deliver caring service.

The MOKO customer care team recently received accolades from the Hong Kong Retail Management Association. The customer care centre was highly praised for its professional,

caring service by mystery shoppers and the judges in the 2016 Hong Kong Awards for Industries: Customer Service, winning a Customer Service Award.

At the 2016 Service & Courtesy Awards, four MOKO customer care ambassadors entered the final round. Manny Lo got high scores from mystery shoppers and the judges to win the Individual Award – Supervisory Level in Retail (Services) – Life & Entertainment / Wedding category. The mall's Point-to-point Same-day Delivery Service won silver for Best Service Outlets.

Gold Renovations / Expansions ICSC Asia Pacific Shopping Center Award for the new MOKO
MOKO新世纪广场的大型优化工程，在ICSC“亚太地区购物中心大奖”中获“翻新/扩展”组金奖





Hong Kong Awards for Industries: Customer Service Award for MOKO customer care centre
MOKO新世纪广场顾客服务中心获“香港工商业奖 - 顾客服务奖”



MOKO management, supervisor and customer care ambassadors collecting Service & Courtesy Awards
MOKO新世纪广场在“杰出服务奖”中获取佳绩，管理层、主管及亲客大使团队合照留念



集团定期为现有商场进行优化工程，引入多元化的商户组合，提升客户服务，务求每位顾客都有宾至如归的感觉。坐落于港铁旺角东站旁的MOKO新世纪广场，于2015年下半年完成大型优化工程后，不但在商场布局上增添吸引力，在顾客服务方面亦不断提升，获业界颁发的多个奖项，表现备受肯定。

优化工程获颁金奖

MOKO新世纪广场完成大型优化工程后，外墙及场内多处重新设计。目前，商场外墙采用玻璃幕墙，大大提高采光度，顾客购物休闲倍感舒适惬意。商场中庭以流线形设计，提升格调之余，亦突出各商户的店面，增加商户的曝光，提升商场各区人流。商场内空间及店铺经过重新规划，购物休闲更加便捷舒适；快速扶手电梯重整后，成功带动整个商场人流，为商户创造更多商机。

这个大型优化工程为MOKO新世纪广场注入全新面貌，增添时尚感，巩固其作为旺角时尚购物点的地位。优化项目更在国际购物中心协会（ICSC）举办的“2016亚太地区购物中心大奖”中，夺得“翻新／扩展”组别最高殊荣金奖。

顾客服务屡获肯定

MOKO新世纪广场的顾客服务团队接受多元化培训，增强专业知识，不断提升服务水平；加上团队在愉快的工作环境下，充分发挥合作精神，为顾客带来体贴贴心的服务。

MOKO新世纪广场的亲客大使团队获香港零售管理协会颁发多个奖项，表现优异。顾客服务中心在“2016香港工商业奖 - 顾客服务”中，凭借专业细心的服务，获神秘访客及委员会高度评价，获得“顾客服务奖”。

此外，在“2016杰出服务奖”中，商场共有四名亲客大使晋级总决赛，而卢栩敏更获神秘访客及评审给予高分，在“零售（服务）：生活闲娱／婚礼”组别中脱颖而出，获得主管奖。至于商场的“点对点即日送货服务”则在今年新增设的“杰出服务店铺”组别中获银奖。