



MOKO shows winning service with heart spirit

MOKO新世紀廣場以心服務 備受讚賞

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新世紀廣場的大型優化工程，在ICSC「亞太地區購物中心大獎」中獲「翻新／擴展」金獎





Hong Kong Awards for Industries: Customer Service Award for MOKO customer care centre

MOKO新世紀廣場顧客服務中心獲「香港工商業獎 — 顧客服務獎」



MOKO management, supervisor and customer care ambassadors collecting Service & Courtesy Awards

MOKO新世紀廣場在「傑出服務獎」中獲取佳績，管理層、主管連同親客大使團隊合照留念



集團定期為現有商場進行優化工程，引入多元化的租戶組合，提升客戶服務，務求每位顧客都有賓至如歸的感覺。坐落於港鐵旺角東站旁的MOKO新世紀廣場，於2015年下半年完成大型優化工程後，不但在商場佈局上增添吸引力，在顧客服務方面亦不斷提升，獲業界頒發多個獎項，表現備受肯定。

優化工程獲頒金獎

MOKO新世紀廣場完成大型優化工程後，外牆及場內多處重新設計。現時，商場外牆採用玻璃幕牆，大大提高採光度，顧客購物消閒倍感舒適愜意。商場中庭以流線形設計，提升格調之餘，亦突出各商戶的店面，增加商戶的曝光，提升商場各區人流。場內空間及店舖經過重新規劃，購物消閒更加便捷舒適；快速扶手電梯重整後，成功帶動整個商場人流，為商戶開創更多商機。

這個大型優化工程為MOKO新世紀廣場注入全新面貌，增添時尚感，鞏固其作為旺角時尚購物點的地位。優化項目更在國際購物中心協會（ICSC）舉辦的「2016亞太地區購物中心大獎」中，奪得「翻新／擴展」組別最高殊榮金獎。

顧客服務屢獲肯定

MOKO新世紀廣場的顧客服務團隊接受多元化培訓，增強專業知識，不斷提升服務水平；加上團隊在愉快的工作環境下，充分發揮合作精神，為顧客帶來體貼稱心的服務。

MOKO新世紀廣場的親客大使團隊獲香港零售管理協會頒發多個獎項，表現優異。顧客服務中心在「2016香港工商業獎 — 顧客服務」中，憑著專業細心的服務，獲神秘訪客及委員會高度評價，獲得「顧客服務獎」。

此外，在「2016傑出服務獎」中，商場共有四名親客大使晉身總決賽，而盧栩敏更獲神秘訪客及評審給予高分，在「零售（服務）：生活閒娛／婚禮」組別脫穎而出，獲得主管獎。至於商場的「點對點即日送貨服務」則在今年新增設的「傑出服務店舖」組別中獲銀獎。