

■ SPECIAL REPORT ■

Sales stars light up the sector

Top performers in the 48th Distinguished Salesperson Award receive tributes and tell their stories of success in the industry

It gives me great pleasure to extend my warmest congratulations to the Sales and Marketing Executives Club (SME Club) under The Hong Kong Management Association (HKMA) for successfully organising the 48th Distinguished Salesperson Award (DSA) programme.

For almost half a century, the SME Club has worked tirelessly to enhance the standard of professional services of local salespersons. The award has established itself as an important annual event in the industry, bringing public recognition to outstanding sales personnel and further promoting the standard of excellence in sales and marketing.

The professional salesmanship and brilliant services offered by the awardees are much applauded. The HKSAR government has been supporting the development of the industry, and has endeavoured to provide adequate and timely support to the sector. For example, the Retail Technology Adoption Assistance Scheme for Manpower Demand Management was launched in December 2014 to support the retail industry in adopting technologies to enhance their productivity, manage manpower demands and improve work conditions.

The theme of this year's DSA is "Cultivating for Success". I believe sales personnel from different fields will continue to strive for excellence in areas including internal quality, sales and marketing, and bring a "win-win" situation for customers and the industry.

Last but not least, I would like to commend all the recipients of the 48th DSA and wish them every success in their future endeavours.

The Hon Gregory So, GBS JP
Secretary for Commerce and Economic Development



Gregory So



Alfred Chan



Victor Lee



Willis Turner



Allen Leung



Himothy Liu

international trade have impeded Hong Kong's business activities. A drop in tourist arrivals has been recorded and retail sales have contracted visibly. The fact that customers have become more cautious about their spending seemingly spells bad news to all businesses in the market, and their salespersons in particular.

When business is smooth and on the right track, salespersons can often work with enthusiasm. At times, however, when the business climate does not favour retail performance and it becomes difficult to secure a foothold in the industry, one may easily lose faith in their profession.

Nevertheless, it is during moments of challenge that enthusiasm can be tested, and successful salespersons can be identified. Adverse experiences are in fact blessings in disguise, because they help cultivate true salesmanship that is applicable to all sales situations.

Over the 48 years since its establishment, the DSA programme has developed into a trusted accolade among sales elites. Such recognition is attributed to our respected panel of judges, as well as the committee members of the SME Club. Their insightful judgments and devotion to sales excellence have guaranteed the high

While some may think that distinguished salespersons must be endowed with a standardised "sales personality", effective selling is in fact a skill that needs to be developed and cultivated.

Against the backdrop of massive digitalisation and the exponential growth of social media, customers receive an overwhelming amount of information from numerous sources. They have become more knowledgeable and have a wider range of options than ever.

Because of this, the sales function has become an increasingly sophisticated profession. It requires ongoing training and education, which not only assist aspiring salespersons in developing and strengthening the skills they need to excel, but also help create additional value to customers. It is a forward-looking atmosphere in which many companies are making substantial investments.

I wish to extend my heartfelt congratulations to all the award winners for their remarkable performance. Undoubtedly, they are the rising stars of the industry. It is my sincere hope that our awardees will continue to achieve new heights for their companies, in their careers and the sales industry as a whole.

A special congratulation goes to each of the recipients of the DSA and Outstanding Young Salesperson Award (OYSA). Through their professionalism, determination and commitment to excellence, each one has shown the qualities of a winner.

Winning in today's competitive marketplace requires global sophistication. This ceremony honours those who recognise that their value to the marketplace is enhanced by striving to consistently perform at the high standards that are recognised and applauded around the world.

Each of the awardees has learned "Cultivating for Success", to be guided by their inner conscience in sales and marketing in order to thrive. Each awardee has proven their mettle in sales and marketing basic fundamentals, including relationship building, customer-centric service, high ethical standards and by having a passion for professionalism.

I encourage each of the award recipients to continue their focus on fundamentals, balancing their business decision making with sound economic and ethical business practices and a pledge to lifelong learning.

Thank you to the HKMA and the SME Club for contributing to

SMEI's goal for a better standard of living for all through better selling.

Willis Turner, CAE CME CSE
President and CEO
SMEI

On behalf of the SME Club of the HKMA, I would like to congratulate all the awardees for their outstanding achievements.

In the past 48 years, the DSA has gained a reputation of being the "Oscars" in the sales industry. I am glad to see that there are more and more overseas companies joining the DSA, which shows that its influence is no longer on Hong Kong and the region only.

I would like to express my heartiest gratitude to our guest of honour, The Hon Gregory So Kam-leung, for officiating the ceremony. I wish to thank the panel of judges and all members of the organising committee for committing their valuable time to this meaningful event. My thanks also go to Himothy Liu, chairman of the 48th DSA organising committee, and his able team. Without their devoted support, the DSA would not stand where it is today.

Last but not the least, I would like to take this opportunity to express my sincerest gratitude to all participating companies as well as our lead sponsor, Prudential Hong Kong; our main sponsors, Convey Advertising and The Hong Kong and China Gas Company; and our sponsors Centaline Group, China Construction Bank (Asia) and Midland Holdings.

Finally, I would like to extend my sincere congratulations to all the award winners. I am sure their astounding performance shall inspire their peers and lead them to greater success.

Allen Leung
Chairman
SME Club

It is my great honour to be the chairman of the 48th DSA organising committee. This year, the organising committee has enriched the award with the theme "Cultivating for Success". A prominent salesperson has to keep abreast of the rapidly changing economic environment and adapt their knowledge to meet new market demand. Together with a true caring heart and high standard of ethical conduct, a distinguished

salesperson is able to find the key to success in this bustling business world.

I believe the 184 DSA and 35 OYSA winners this year have made another significant step towards success. The 219 nominations from 72 companies cover a wide array of industries and sectors in Hong Kong. I would like to express my sincerest gratitude to all participating companies for their dedication in nurturing these outstanding salespersons and raising the standard of excellence across industries in Hong Kong.

We are honoured to have had The Hon Gregory So Kam-leung as our guest of honour at the ceremony. I am also delighted to have had Dr Ricky Szeto, executive director of Hung Fook Tong, to conduct the presentation skills seminar and share his invaluable experience with all nominees.

Last but not least, may I express my deepest thanks to all members of the organising committee for their enthusiasm, dedication and commitment in striving for the best.

Himothy Liu
Chairman
48th DSA Programme
Organising Committee

Henry Ford said, "You can do anything if you have enthusiasm. Enthusiasm is the yeast that makes your hopes rise to the stars."

To people from various industries, 2016 represents a challenging year. The unsteady external environment and the weakened demand of

My wholehearted congratulations go to the winners of this year's award for their splendid achievements. I wish them the passion and integrity it takes to have a prosperous career, and to be able to inspire the next generation of sales professionals.

Alfred WK Chan, BBS
Chairman
HKMA

On behalf of the board of directors of Sales & Marketing Executives International (SMEI) and all of our members, I extend sincere congratulations to the SME Club on a successful 48th DSA presentation ceremony.

Equalling excellence

Matching their 2015 success with 10 winners in the this year's DSA programme, Prudential believes its award recipients reflect the company's commitment to groom professionals with a mindset for service excellence and a desire to go the extra mile.

From Prudential Hong Kong, senior unit manager Ray Cheng Kin-ho, for example, tries to improve by building long-lasting relationships with customers based on trust, integrity, sincerity and professionalism.

"Every day I meet clients that have different needs," he said. "This gives me the opportunity to help customers make the best

decisions, which makes my work rewarding and interesting."

Always keen to improve her professional skills, regional manager Fion Li Kwan-ye said joining the DSA programme enabled her to better understand her strengths and identify areas where she should further improve. "As a dedicated professional, I feel it is important to continually improve through continuous education," she said.

Regional manager Phoebe Peng Yinqiu believes that great salespeople need to relate to their clients. By demonstrating empathy and assurance, she is able to provide customer-centric advice and solutions.

She added that she picked up career-enhancing insight while participating in this year's DSA. "From the conversations I had with top sales people from other industries, my understanding of the role of sales has been extended enormously."

Branch manager Amen Chak Ka-hang once helped a family facing difficulties by introducing them to a social worker while helping them to solve their financial problems. The recipient of an OYSA, he said the DSA programme taught him even more ways to tackle challenging situations.

For unit manager and fellow OYSA awardee Dicky Chan Hung-fei, who has been with Prudential for three years, being a distinguished salesperson not only involves selling products but providing professional opinions and options for clients according to their needs.

"Being a salesman is challenging, but exciting, because you have the opportunity to continually improve and I learn new things every day," he said.

From Prudential General Insurance Hong Kong, the five DSA recipients comprised senior unit managers Donald Chu Mui-chung and Crystal Yang Bing; unit manager Brian Cheng Chi-wing; branch manager Katherine Lam Yin; and regional manager Kathy Siu Cheuk-ka, who has been with the company for 10 years.

The quintet unanimously agreed that the programme helped them improve their sales skills and develop their careers, while the support they received from the Prudential training team – made up of previous DSA participants who shared their experiences and skills – was vital in helping them prepare for the programme.

Chris Davis



Prudential's 10 winners (above, from left) Kathy Siu, Fion Li, Crystal Yang, Roy Cheng, Donald Chu; (below, from left) Brian Cheng, Katherine Lam, Phoebe Peng, Amen Chak and Dicky Chan. Photos: Prudential



100 years of quality customer services make American Express the brand to trust

Card Service Company wins the Distinguished Salesperson Award for seven years in a row



American Express winners of this year's Distinguished Salesperson Award include Kevin Wong (far left), Jacky Fung (middle) from Global Corporate Payments; Joe Kwan (second from left), Hugo Yan (far right) from Global Network and International Card Services; accompanied by Susanna Lee, Vice President and General Manager, Card Services, Hong Kong & Taiwan (center left), Stephen Pendergast, Vice President and General Manager, Global Corporate Payments, Hong Kong & Taiwan, (center right), and Susanna Hui, Head of Training, Acquisition and Partnerships (second from right).

American Express, which is celebrating its 100th anniversary in Hong Kong, has swept the Distinguished Salesperson Award (DSA) for seven consecutive years as its commitment to delivering premium customer experience continues to gain trust and recognition from elite customers and business leaders.

The DSA is a prestigious program organised by the Hong Kong Management Association. With 48 years of history, it is globally recognised by sales professional as the standard of excellence in sales practice.

Boasting 166 years of customer service experience, the American Express brand is built on the strength of its customer service, which has won over the heart of the customers around the world throughout the years.

Such a strong commitment to providing quality customer service translates to constant innovations in providing the best premium products to meet the changing needs of the affluent populations across the world, a profound understanding of these affluent customers, and a strong reputation that is associated with security, trust, and outstanding customer service.

Four sales executives from American Express have won the DSA awards this year. Among them, Hugo Yan and Joe Kwan, both account managers of Premium Products, Acquisition and Partnerships, Global Network and International Card Services, said

it is a privilege to be able to listen, understand, and meet the needs of the customers.

Yan recalled an incident where he came up with a creative solution for a bride-to-be. With endless patience, he explained to her how to use the American Express Card to settle her wedding expenses in order to entitle the newly-wed couple a pair of return tickets for their honeymoon.

"I still recall the overjoyed look on her face when she realized how we could make her wedding amazing. She even invited me to her wedding as a friend. I believe all these happened because of our sincerity and willingness to invest time in our relationship with our clients."

The other two winners, Jacky Fung and Kevin Wong, are both business development managers under Global Corporate Payments. They said American Express is more than a just a company card - it is an invaluable tool in managing the corporate clients' cash flow management. Fung is responsible for middle market acquisition, while Wong is working with the centralised acquisition team.

"Sales professionals and clients are in a partnership in achieving an all-win solution," said Wong. "Consultancy is the most effective way of making inroads in sales. One should research into the company's current situation, its needs and its aspirations before suggesting a holistic solution."

Susanna Lee, Vice President & General Manager, Card Services, Hong Kong & Taiwan, said the outstanding quality of American Express' customer service is the key to the long-standing success of the company.

"Outstanding service has always been a critical part of our success, and it's even more important to our customers during uncertain times, when customers are looking for companies they can rely on," Lee said.

"We have always tried to stand out from the crowd as a company that is honest and transparent in all its dealings with customers. We also want to be known as the company that will go the extra mile to help you, and so we remain dedicated to providing outstanding service."

American Express has been named Best Employer in Hong Kong by Aon-Hewitt for five consecutive times, Best Company for Women by Aon Hewitt, Best Employer for Women by the AmCham Women of Influence, and Inbound Contact Centre Award by the Hong Kong Call Centre Association for four consecutive years.

American Express has operations in more than 130 countries and regions, and is the world's single largest card issuer with more than 117 million cards in force, and worldwide billed business of more than US\$1 trillion.

■ SPECIAL REPORT ■

Powering sales staff to surpass expectations

Like many dedicated professionals, Chong Lai-tan, a sales representative at The Hong Kong and China Gas Company (Towngas), believes genuine customer engagement is the key to providing outstanding service.

Chong, who has been with Towngas for three years, said that, in addition to being hard working and responsible, a distinguished salesperson should be compassionate and show empathy.

"Being able to look at the world through somebody else's eyes allows you to be more aligned to customer needs, and in a better position to provide them with high-quality service," Chong said.



I am more aware than ever of the need to listen to the customer

STEPHEN YUEN, SENIOR SALES REPRESENTATIVE, TOWNGAS

By participating in the DSA programme, Chong said she learned new ways to build good relationships with customers in short time.

"Each customer interaction I have usually takes place over a few minutes, so it is important to be able to carefully listen to customers, understand what it is they need, and provide them with quality service."

Fellow sales representative Winnie Chu Wai-ye has been with Towngas for four years and shares a similar view.

"Participating in the DSA programme boosted my confidence, which strengthened my communication with customers," she said.

Putting her communication skills to good use, Chu explained how she was able to help a customer who was looking after an elderly relative replace a water heater. Under normal circumstances, a technician carries out checks before a contractor provides the replacement service.

"I managed to arrange for the technician and contractor to make a home visit on the same day, which significantly sped up the replacement process," said Chu, who received a personal thank you letter from the satisfied customer.

Having worked for Towngas for 32 years, sales representative Toby Lam Wing-fai takes pride in helping customers make the choices most suited to them. While preparing for the DSA programme, he relied on the workplace training he received and the experience he had built up over the years.

"I was able to learn more about the function of the products we offer and also made new friendships with colleagues," he said.

Lam explained that he once made a video call to a customer outside normal working hours to check the model number of a water heater that needed replacing. "The customer was surprised and grateful that the heater was replaced quickly."

Similarly dedicated, senior sales representative Stephen Yuen Kin-wai once worked with colleagues in cold weather during the lead up to the Lunar New Year holidays to replace a water heater for a mother with a baby.

Because customers need different solutions, Yuen considers it vital to constantly enhance his product and service knowledge – a concept that was reinforced by his participation in the DSA. "I am more aware than ever of the need to listen to the customer and serve them with a positive attitude," he said.

All stories by Chris Davis

Committing to high-quality service



Jacko Wong says the DSA inspires individuals. Photo: Convey Advertising

As one of Hong Kong's leading outdoor media companies with more than 30 years of experience in the industry, Convey Advertising is accustomed to setting the bar high – and understands the important contribution that distinguished service makes to the Hong Kong economy.

"As a service economy, Hong Kong has nurtured a worldwide reputation for outstanding service in many different sectors ranging from tourism, hospitality and food and beverage to finance and property leasing," said Jacko Wong, chief operations officer at Convey Advertising, which was one of the main sponsors of the 48th HKMA DSA programme.

"Because of Hong Kong's reputation for distinguished service, tourists return to shop and business people come back to do more business," Wong added.

As a company which has built extensive long-term relationships with businesses operating in many sectors, Convey Advertising believes it is important to support and promote high-quality service awareness in Hong Kong and abroad.

"We are very happy to be the main sponsor of the DSA programme, because it highlights the value of distinguished service and aligns closely with our own commitment to delivering quality customer service," Wong explained.

Wong said the DSA does more than recognise the outstanding achievements of winners, because it inspires individuals that are new to the sales profession.

He added that the awards programme dispels the long-held myth that sales is a profession in which individuals

are expected to compete with their colleagues.

"The DSA programme shows clearly that there are many skills needed to becoming a distinguished salesperson, which requires collaboration and teamwork with co-workers, team leaders and management," he said.

Wong believes the DSA programme is an excellent platform for showcasing the route and skills required to become a both successful sales professional and an inspiration for others.

"We saw first-class examples of how this year's winners are excellent all-round sales personnel," he pointed out.

"Because of the awards programme, these winners will become motivation and skills coaches in their companies, providing encouragement and inspiration for newcomers to the sales profession."

Banking on best sales practice

The four DSA recipients from HSBC Commercial Banking said that taking part in the programme provided an opportunity for them to show the judges their professionalism, as well as their approach to challenging situations and the various ways they earn customer recognition through providing quality customer services.

Jonathan Chao Tsun-wang, vice president, corporate, attributed his knowledge and experience to the various learning opportunities provided by HSBC within the workplace.

The recipient of an Outstanding Young Salesperson Award (OYSA), Chao added that while the bank's product offerings are diverse and abundant, his definition of a distinguished salesperson is someone who demonstrates an understanding of customer needs and provides the products to match those needs.

"By taking part in the DSA programme, I improved my sales skills and learned how to address

customer concerns effectively," Chao said.

Having learned the value of building strong relationships with customers, Jessica Wu Jianying, international relationship manager, believes salespeople need to be problem solvers who understand customer problems and find the most suitable solutions for them.

Wu, who has worked for HSBC for four years, said the

DSA programme reinforced the importance of keeping up to date with market information, as well as maintaining an international vision and understanding of regulations. This is crucial for being able to quickly respond to changes in the market and seizing business opportunities.

Shirley Lai Sze-nga, vice president, corporate and OYSA recipient, said the awards programme strengthened her

belief that meeting customer needs is key to every successful sales process.

"As relationship managers, we should be well-rounded, using our product knowledge and insight to enable us to satisfy the different needs from customers," Lai said.

Describing the DSA programme as a memorable and valuable experience, Yu Yat-hang, international relationship

manager, said the participants from HSBC were encouraged by senior managers to be themselves.

"Rather than holding intensive training sessions to mould us into a certain type of salesperson, we worked as a team with our senior management and fellow colleagues to find ways to bring out our own unique personalities," Yu said.



HSBC winners with a head for sales (from left) Jonathan Chao, Jessica Wu, Yu Yat-Hang and Shirley Lai. Photo: HSBC

Distinguishing peak performance

The defining characteristics of a distinguished salesperson, according to Jovy Lo Chun-man, a sales representative with PCCW Media - Now TV, should include being knowledgeable, positive and responsible.

The DSA recipient said he enjoys his work because it enables him to meet people from all walks of life. He also appreciates the intensive

support provided by PCCW, which helped him to strengthen his presentation skills in the DSA.

Fellow awardee and unit manager Eric Liu Wai-lun shared a similar view. "The sales industry is a profession where I can grow, unleash my talent and gain great satisfaction," said Liu, who also believes the intensive preparation for the DSA has given him the confidence to overcome future challenges.

Senior sales representative Neway Lau Wai said she enjoys the satisfaction of identifying the most suitable services for customers and providing them with advice that wins their trust and appreciation.

While preparing for the DSA, Lau said she attended numerous intensive in-house training sessions where she acquired useful presentation skills.

Travis Tang Chi-hang, sales

representative and OYSA recipient, believes that being a salesperson is challenging and only salespeople who serve with passion and integrity can build long-term relationships with customers.

"From the rigorous in-house training sessions I attended ... I acquired a lot of useful sales skills and gained inspiration on how to maintain a positive attitude," he explained.



The PCCW Media - Now TV awardees (from left) Jovy Lo, Eric Liu, Neway Lau and Travis Tang. Photos: PCCW

Delivering customer service to the letter

For Tam Man-chau, postmaster at the Tsim Sha Tsui Post Office, taking part in the 48th DSA programme was one of the highlights of his 25-year career with Hongkong Post. "Taking part in the DSA programme has motivated me even more to continuously look for ways to improve in my work," he said.

Tam considers a salesperson to be distinguished if he or she has good product knowledge and a clear understanding of the diverse needs of customers.

Thanks to his extensive product knowledge, coupled with his sharp eye and attention to detail, Tam once prevented a birthday gift from being posted to England instead of Canada.

"I noticed that the postcode on a Speedpost package containing a birthday gift that was being sent by an elderly lady

to her grandson didn't match the address in Canada," recalled Tam, who was able to help the lady find the correct postcode.

"The customer appreciated the attentive service, and we were pleased to help ensure her grandson received his birthday gift on time."

During the lead-up to the DSA, Tam was mentored by three experienced Hongkong Post colleagues. They shared ideas and experiences, and devised a series of exercises as preparation for the judging.

During these sessions, Hongkong Post managerial officers played the role of the DSA adjudicating panel, allowing Tam to familiarise himself with the process.

"Being a participant in the DSA programme has given me new ways to maintain a consistently high level of

performance in my work and ensure I foster sales opportunities and deliver customer satisfaction," he said.



Tam Man-chau

Seeing a 360-degree customer view



Mika Ho said her extensive preparation paid off. Photo: Ngong Ping 360

While there are many theories about what defines a distinguished salesperson, OYSA winner Mika Ho Sze-nga, a retail sales associate at Ngong Ping 360, believes respect, patience and thoughtfulness are undoubtedly among the key attributes.

Using her core strengths, Ho focuses on understanding customer needs. "I always try to serve our customers in a way that makes them feel they have received a memorable shopping experience," she said.

Always prepared to help those who need extra assistance, Ho recalled helping a customer with a hearing impairment who wanted to buy souvenirs by communicating with him in writing. "He really appreciated my patience and professional attitude and wrote me a thank you message, which I treasure."

As she enjoys helping customers from all over the world, Ho also recalled meeting

a Bruce Lee fan from California, and recommending that he visit the movie-themed "Stage 360" entertainment area, where he could watch films of his hero in action. "We had a good chat about martial arts," Ho said.

As part of her commitment to improving her customer service skills and product knowledge, Ho attended various in-house training sessions to prepare for the DSA. "I was able to exchange many effective selling ideas and tips with my colleagues during skills briefings and role-play sessions," she said.

She added that taking part in the DSA programme gave her the opportunity to share stories and experiences with other participants, and that her preparation paid off.

"It was challenging to take part in the DSA programme but, by presenting my sales ideas in a organised way, I was able to remain confident in front of the judges," she said.

A complete sales package

Being judged by a group of high-profile professionals spanning various industry sectors allowed Marco Chau Chun-wai, account manager at UPS Parcel Delivery Service, the opportunity to fine-tune his sales skills and product knowledge.

When preparing for the DSA

programme, Chau said he started by brainstorming the information he wanted to present. Later, during meetings with teammates and his training manager, he revised the material to make it more succinct.

"Finally we settled on a version which I rehearsed and

presented in front of our department head," he said.

As part of his preparation, Chau also researched historical company data in case the judges asked him specific questions about logistics.

Account manager Chris Wong Ho-hin, who achieved 150 per cent of his sales plan within three months of joining UPS four years ago, said the programme has improved his presentation skills.

"I have learned to think more broadly and deeply about selling a product and, at the same time, how to present it in an effective way," Wong said.

He added that his awareness of the importance of listening to customer questions has increased, which directly benefits his daily interactions.

"Being a distinguished salesperson, I always set a high target and push myself to achieve even more than 100 per cent of my sales plan," he said.



UPS high achievers Marco Chau (left) and Chris Wong. Photo: UPS

48th Distinguished Salesperson Award Programme

48TH DISTINGUISHED SALESPERSON AWARD PROGRAMME

DISTINGUISHED SALESPERSON AWARD (DSA)

 Fan Ting AIA International Limited	 Ku Ngai Ling AIA International Limited	 Jacky Fung American Express Int'l. Inc.	 Joe Kwan American Express Int'l. Inc.	 Kevin Wong American Express Int'l. Inc.	 Hugo Yan American Express Int'l. Inc.	 Shek Wan Kee Wink AsiaWorld-Expo Management Limited	 Chong Chong Im Cestone (Macau) Property Agency Limited	 Lei Cham Jeong Cestone (Macau) Property Agency Limited	 Yen Leong Cestone (Macau) Property Agency Limited	 Ong Siow Chen Shirley Cestone (Singapore) Property Agency Pte. Ltd.	 Chan Yin Pok Jacky Cestone Commercial	 Cheng Hoi Him Zachariae Cestone Commercial	 Shum Ying Lung Herman Cestone Commercial	 Yeung Fat Chung Tony Cestone Commercial	 Ho Shuk Fan Florence Cestone Financial Services Limited
 Cheung Kato Cestone Immigration Consultants (HK) Limited	 Wong Ki Fung Taco Cestone Immigration Consultants (HK) Limited	 Hu Ming Fei Cestone Property Agency (Shenzhen) Limited	 Huang Wen Tong Cestone Property Agency (Shenzhen) Limited	 Jia Ya Zhou Cestone Property Agency (Shenzhen) Limited	 Qiao Guang Liang Cestone Property Agency (Shenzhen) Limited	 Chung Kwong Ying Gai Cestone Property Agency Limited	 Keung Ka Yat Joseph Cestone Property Agency Limited	 Lau Wai Kin Andrew Cestone Property Agency Limited	 Tsang Kai Yin Summer Cestone Property Agency Limited	 Wong Ka Yee Kinki Cestone Property Agency Limited	 Chan Chung Tat Michael China Construction Bank (Asia) Corporation Limited	 Kung Wing Ki Katrina China Construction Bank (Asia) Corporation Limited	 Fang Wu Hui China Enterprise ICT Solutions Limited	 Gao Ming China Enterprise ICT Solutions Limited	 Mao Hary China Enterprise ICT Solutions Limited
 Wang Qi China Enterprise ICT Solutions Limited	 Ng Kai Yip Dino China Hong Lok Yuen Property Agency Limited	 Wong Yin Kwan China Hong Lok Yuen Property Agency Limited	 Li Hao Wei Chongking (Hong Kong) Cestone Property Consultants Limited	 Chen Ling Chow Tai Fook Jewellery Group Limited	 Chang Sze Yuen Chow Tai Fook Jewellery Group Limited	 Chiu Chun Ho Chow Tai Fook Jewellery Group Limited	 Chui Ka Chun Citibank (Hong Kong) Limited	 Fan Julie Wai Man Citibank (Hong Kong) Limited	 Lee Kam Tai Tyson Citibank (Hong Kong) Limited	 Lee Sui Fun Lolla Citibank (Hong Kong) Limited	 Ma Weng Hong Eddie CTIO Telecom International (CFO) Limited	 Poon Ching Yeung James CTIO Telecom International (CFO) Limited	 Wong Chi Man Chris CTIO Telecom International (CFO) Limited	 Ho Wai Sum Vincent Crown Motors Ltd.	 Ho Wing Chung Allon Crown Motors Ltd.
 Lai Chun Pui Bernard Crown Motors Ltd.	 Lam Su Kai Paul Crown Motors Ltd.	 Wong Kin Chung CSL Mobile Limited - 1010	 Leung Chun Shing CSL Mobile Limited - cs	 Tang Wai Chiu CSL Mobile Limited - cs	 Yeung Hung Fai CSL Mobile Limited - cs	 Tsang Wai Yeung Daniel DBS Bank (Hong Kong) Limited	 Zhu Hui Jing DOH Finance Lease (Shanghai) Co. Ltd.	 Hui Kin Chung Xavier Fuj Xerox (Hong Kong) Limited	 Mok Chun Hin Jackie Fuj Xerox (Hong Kong) Limited	 Lee Kwok Ki Eddie Fuj Xerox (Hong Kong) Limited	 Chen Zhan Long Candy G2000 (Japan) Limited	 Luo Chao G2000 (Japan) Limited	 Tsui Wai Anthony G2000 (Japan) Limited	 Wu Fang G2000 (China) Limited	 Yang Xi Wen G2000 (China) Limited
 Ye Qing Ya G2000 (China) Limited	 Zhang Li Hong G2000 (China) Limited	 Yang Jun Goodwell China Marketing Service Co., Ltd.	 Liang Shachua Guangdong Cestone Property Agency Limited	 Lu Wending Guangdong Cestone Property Agency Limited	 Liu Min Yu HKB Group - Guangdong City Telecom Customer Services Co. Ltd.	 Zhou Jia Jie HKB Group - Guangdong City Telecom Customer Services Co. Ltd.	 Cheng Wai Ning Wind HKB Group - Hong Kong Broadband Network Limited	 Hui Sze Man Sue HKB Group - Hong Kong Broadband Network Limited	 Liang Shuzhen Suey HKB Group - Hong Kong Broadband Network Limited	 Shun Yu Chung Gary HKB Group - Hong Kong Broadband Network Limited	 Lui Siu Hong Thomson HKB Group - New World Telecommunications Limited	 To Wa Chung Terry HKB Group - New World Telecommunications Limited	 Chiu Mei Kai Rosemary Hong Kong Property Services (Agency) Limited	 Lam Kwun Wang Spencer Hong Kong Property Services (Agency) Limited	 Lam Yin Lung Marco Hong Kong Property Services (Agency) Limited
 Lo Wing Man Wing Hong Kong Property Services (Agency) Limited	 Tsang Kai Fai Anson Hong Kong Property Services (Agency) Limited	 Chi Yao Lung Hong Kong Telecommunications (HK) Limited	 Hui Ka Ho Cloud Hong Kong Telecommunications (HK) Limited	 Sze Chun Fai Steven Hong Kong Telecommunications (HK) Limited	 Wang Qi Wen Edmund Hong Kong Telecommunications (HK) Limited	 Poon Ching Man Emily Hong Tai Travel Services Limited	 Yeung Cheuk Hin Angus Hong Tai Travel Services Limited	 Tam Man Chau Hongkong Post	 Chan Victoria Fook Yam Industrial and Commercial Bank of China (Asia) Limited	 Chow Kin Wai Wing Shan Industrial and Commercial Bank of China (Asia) Limited	 Yim Mui Hoi Ping Industrial and Commercial Bank of China (Asia) Limited	 Lam Tsz Kuen Alex Johnson Controls (Hong Kong) Ltd.	 Chen Zhouta Think Midland Realty (China) Holdings Limited	 Liu Binbin Ben Midland Realty (China) Holdings Limited	 Yang Wenguiang Jason Midland Realty (China) Holdings Limited
 Chan Mei Yi Florence Midland Realty (Comm & Ind) Limited	 Fung Chi Wa Edwin Midland Realty (Comm & Ind) Limited	 Choi Wing Ting Tinnie Midland Realty (Comm & Ind) Limited	 Ip Ka Ian Bella Midland Realty (Macau) Limited	 Lee Yuen Shan Candy Midland Realty (Shenzhen) Limited	 Leung Wai Yin Jamie Midland Realty (Shenzhen) Limited	 Ngan Kwan Shan Ivan Midland Realty (Shenzhen) Limited	 Chong Chau Sim Kasumi Midland Realty International Limited	 Chu Hing Lung Daniel Midland Realty International Limited	 Lau Tsz Lun Jacky Midland Realty International Limited	 Wong Kwan Wai Jay Midland Realty International Limited	 Chan Lai Chu Elsie Midland Realty International Limited	 Lam Kwan Wai Mowin New Media Solutions Limited	 Lee Hu Man Meggie New Media Solutions Limited	 Lau Wai Noway PCOW Media Limited - now TV	 Liu Wai Lun Eric PCOW Media Limited - now TV
 Lo Chun Man Jow	 Yip Choi Ha Chris	 Ma Tien Fook	 Wong Kai Yuen Desmond	 Yuen Mei Mingo Ruan	 Cheong Chi Wai Brian	 Donald Chu	 Lam Yim Kaitheine	 Gu Chai Ka Ka Kaitheine	 Yuen Rita Crystal	 Chong Kin Ho Row	 Fion J J Kwan Yee	 Phanha Donn Yvonne	 Mo Chun Lun	 Tanna Chu Fuen Hoon	 Cheong Dik I in Kate



OUTSTANDING YOUNG SALESPERSON AWARD (OYSA)



PANEL OF JUDGES



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