



Joint ITP / HKPMA Seminar
Presentation of the “People Development Program”
of Hong Yip Service Company Ltd

"To deliver premier service and to manage every property to the highest standard of quality" is the mission for Hong Yip's services. Hong Yip, the property management arm of Sun Hung Kai Properties Ltd, has attained high standing in the property management industry and received numerous awards and commendations from many renowned organizations. Hong Yip has granted Customer Relationship Excellence Awards (CRE Awards) conferred by the Asia Pacific Customer Service Consortium for 3 successive years, namely, Corporate Service Team of the Year (2004), Customer Satisfaction Quality System of the Year (2005) and the People Development Program of the Year (2006). These awards demonstrate Hong Yip's commitment in delivering quality services to their customers as well as providing development opportunities for their staff.

We are pleased to invite Ms Cecilia Lam – HR&A Department of Hong Yip Service Company Ltd to give us an experience sharing session of their award-winning People Development Program, which is a comprehensive program designed for customer service staff. Details of the sharing session are as follows:

Date	Thursday, October 4, 2007
Venue	Conference Room Rm509, 5/F, Sun Hung Kai Centre 30 Harbour Road, Wan Chai Hong Kong
The Program	6:30pm – 7:30pm Sharing of People Development Program 7:30pm – 8:00pm Q & A 8:00pm End of Function
Fee	Member \$80 Non-Member \$120
Enrolment	Acceptance will be on a first-come-first-served basis. Please complete the Reply Slip and return by post together with your crossed cheque payable to “Institute of Training Professionals” before Tuesday, September 25, 2007.
Enquiry	Dr. Denny Chow at Tel: 6100 0123 or Ms Angie Yu (Event Organizer) at Tel: 9057 4766
Remarks	Acceptance will be on a first-come first-served basis. Confirmation of places will be subject to receipt of cheque payment to the Institute. No refund will be made after payment but substitution may be made by notifying ITP at least 2 days prior to day of the program.
Dated this	September 6, 2007

REPLY SLIP (Fax: 2309 2799)

To: **Institute of Training Professionals**

Date: _____

Re: **Joint ITP/HKPMA Seminar** (October 4, 2007)

Please enroll me/us for the captioned event.

Name	Member (Y / N)	Contact Telephone	Email Address	Amount
Total				

INSTITUTE OF TRAINING PROFESSIONALS 培訓專業學會

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