

SME Seminar

“Enhancing Operation Efficiency and Customer Service of Shops”

Online shops and online shopping have become increasingly popular in recent years. They have changed the consumption habit of many people and impacted adversely on traditional physical retail shops. Traditional retail industry also faces pressure from increases in rental and operational costs. All these factors impose significant challenges for SME operators. This seminar will explore effective strategies that traditional retail industry may use to enhance operation efficiency of shops and improve service quality. The seminar will also introduce the Retail Technology Adoption Assistance Scheme for Manpower Demand Management (ReTAAS), which aims at helping the retail industry to adopt relevant information and communications technology and other technologies to help manage manpower demand and enhance productivity.

Details

Date: 30 January 2018 (Tuesday)
Time: 3:00 – 5:15 p.m.
Venue: Support and Consultation Centre for SMEs
of the Trade and Industry Department (SUCCESS)
Units 15-18, 23/F, Standard Chartered Tower, Millennium City 1,
388 Kwun Tong Road, Kowloon
(MTR Ngau Tau Kok Station Exit A / MTR Kwun Tong Station Exit A2)

Language: Cantonese

Topic: **Enhancing Operation Efficiency and Customer Service of Shops**

- Retail Industry Trends
- New Standard for Shops Operations
- Quality Customer Services
- Skills to Effectively Handle Customers' Complaints

Speaker : **Ms Shirley CHAU, Registered Trainer, Employees Retraining Board**

Registration

Interested persons are welcome to participate in this seminar. Admission is free.

Please visit **SUCCESS Website** (www.success.tid.gov.hk) for online registration, or fill in the registration form below and fax it to **2391 7375**. The deadline for registration is **29 January 2018 (Monday)** but registration will be closed once seats are all taken. Enquiry Hotline: **3403 6111**.

(Ref: 180130V)	Registration Form	*compulsory
Name*:	(Mr / Mrs / Miss) _____	Age*: <input type="checkbox"/> <20 <input type="checkbox"/> 20-30 <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50 <input type="checkbox"/> 51-60 <input type="checkbox"/> >60
Email*:	_____	Tel*: _____ Fax: _____
Address:	_____	
Company:	_____	
Status*:	<input type="checkbox"/> Business Owner (Year Established: _____; No. of Employees: _____) <input type="checkbox"/> Managerial Staff <input type="checkbox"/> Consultant <input type="checkbox"/> Potential Business Starter (Proposed Year of Establishing Company: _____) <input type="checkbox"/> Academic <input type="checkbox"/> Others	
Industry*:	<input type="checkbox"/> Import/Export Trade <input type="checkbox"/> Wholesale and Retail <input type="checkbox"/> Restaurants and Hotels <input type="checkbox"/> Financing, Insurance and Real Estate <input type="checkbox"/> Business Services <input type="checkbox"/> Community, Social and Personal Services <input type="checkbox"/> Manufacturing <input type="checkbox"/> Transport, Storage and Communications <input type="checkbox"/> Construction <input type="checkbox"/> Media <input type="checkbox"/> Others	
SUCCESS Membership and Disclosure*	I have registered as a member of the Support and Consultation Centre for SMEs of the Trade and Industry Department ("SUCCESS"). <input type="checkbox"/> Yes <input type="checkbox"/> No I agree to register as a member of SUCCESS, and receive information from SUCCESS, for example, news of seminar activities, e-newsletter, etc. <input type="checkbox"/> Yes <input type="checkbox"/> No I agree that SUCCESS can disclose my personal data to the co-organiser(s) and speaker(s) of this activity <input type="checkbox"/> Yes <input type="checkbox"/> No	

Personal data provided by participants will be used for registration of the above activity or to receive the latest business development and information on SUCCESS activities and services through e-newsletters and e-mail alerts. You are also most welcome to register for SUCCESS' free membership service at www.success.tid.gov.hk. If you do not want to receive our emails or fax messages, please simply email us at success_seminars@tid.gov.hk or send us a fax at 2391 7375 to note "Cancel Subscription" with your email address or fax number.

An individual may request access to his personal data held by SUCCESS pursuant to the Personal Data (Privacy) Ordinance. Request for access to and correction of any personal data submitted can be directed to us at success_seminars@tid.gov.hk or fax at 2391 7375.