



HKTVMall Excellence Service Award

To motivate the HKTVMall O2O team to enhance their service level, we organized the O2O Excellence Service Awards to commend the outstanding Talents and encourage them to strive for improvements.

To promote continuous learning, we held a workshop for the participating Talents, teaching them how to use AI to design presentation slides.

We also set up a practical simulation session, bringing the actual O2O store scenarios to the headquarters, allowing Talents to observe and learn from each other and acquire more skills in dealing with customers. Through the Award, we hope to motivate our O2O team to keep learning and bring customers an even better shopping experience.