



Towngas

The Hong Kong and China Gas Company Limited

Press Release

Towngas wins 2009 Hong Kong Awards for Industries: Customer Service Grand Award

(18 January 2010) In line with its service tradition of “customers first”, The Hong Kong and China Gas Company Limited (Towngas) has been providing customers with a safe, reliable supply of gas and the convenience of one-stop service. Towngas’ persistent efforts earned it industry recognition this year at the Hong Kong Awards for Industries, where it notched the Grand Award in the Customer Service category.

The 22 companies vying for this year’s Customer Service Grand Award were required to submit a Customer Service Improvement Proposal for initial screening, which also included a Mystery Shoppers Assessment. Representatives of the companies were then invited to give verbal presentations to a panel of judges. Towngas was eventually nominated for final assessment by the Final Judging Panel, which decided the company rightly deserved the Customer Service Grand Award.

Towngas always puts customers first; therefore, it provides them with the convenience of one-stop service that covers the whole spectrum of gas service, from the supply of gas to appliance sales and after-sales services, including installation and maintenance. Towngas’ expanded range of value-added services enable customers to experience the genuine care of its staff through the five senses of sight, hearing, taste, smell and touch; they also benefit from the quality lifestyle that Towngas brings them. Towngas attaches much importance to customers’ feedback and commissions an independent agency to regularly survey the satisfaction levels of its customers. It reviews the survey results every month and implements measures for continuous improvement.

Towngas has introduced a brand new concept into its customer centres over the last few years. Rather than just providing payment and appliance sales services, the refurbished outlets now display appliances in realistic kitchen and bathroom settings. Some of them even have appliances connected to a gas supply so that customers can try out the products as well as the power of flame. Towngas Avenue, having undergone a facelift, now has a restaurant serving both Chinese and western cuisines, allowing customers to experience more fully the advantages of flame cooking.

Towngas’ Customer Service Hotline (CSH) provides one-stop service that includes handling of billing enquiries and requests for appliance maintenance and installation. “You can hear our smile” is the motto of Towngas’ CSH. Instead of using an answering machine, Towngas’ CSH officers are on duty around-the-clock to answer customer calls. They can speak Cantonese, English, Putonghua, as well as Filipino and Indonesian.

For the convenience of customers and to save their time, appliances are delivered and installed at the same visit, which can be arranged to take place any day of the week. To minimise customers’ waiting time, maintenance visits are provided in seven time slots a day, from Monday to Saturday, and available on Sunday and public holidays upon request. Towngas’ technicians and contractors always vacuum clean customers’

kitchens and bathrooms after installing new appliances for them. They will also remove old appliances for recycling without extra cost to the customers, and use the proceeds to support environmental activities. While performing regular safety checks, Towngas technicians also bring care to the elderly by offering to test their “Personal Emergency Links”.

As the oldest public utility company in Hong Kong, Towngas will continue to uphold its excellent customer service tradition, provide ever more value-added services and introduce innovations, so as to constantly enrich customers’ personal experience with gas.

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Towngas Managing Director Alfred Chan (left) receives the 2009 Hong Kong Awards for Industries: Customer Service Grand Award from Donald Tsang, Chief Executive of the HKSAR.



Towngas operates a 24-hour Customer Service Hotline, with Customer Service Officers always there to help.