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The Hong Kong Jockey Club is a world-class racing organisation dedicated to community betterment. As a not-for-profit enterprise the Club generates substantial economic and social value for Hong Kong. It is Hong Kong's largest single tax payer and one of the world's largest charity and community donors. Through its responsible wagering, the Club also assists the Government in combatting illegal gambling. The Club is always "riding high together for a better future" with the community.



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## Message from Mr James Thompson GBS



Mr James Thompson GBS Chairman The Hong Kong Management Association

We live in an age of disruption. Everything is changing or being disrupted at an accelerating pace due to technology advancement. Among them, the cutting-edge digital technology has reshaped our daily lives and the way of marketing.

As we spend more time on mobiles, tablets and laptops, companies and marketers realize the importance of combining technology and creativity to provide the customers with real-time interaction and personalized experience through these devices. Marrying the need-provoking messages to intrigue customers' interests to visit the website or app with digital engineering and analytics is the survival guide for marketers in a disruptive world.

The HKMA/TVB Awards for Marketing Excellence attracts a pool of marketing elites, who grasp the marketing trends at their fingertips. On behalf of The Hong Kong Management Association, I take pride in thanking the intelligent and impartial Panel of Judges and Board of Examiners for their tireless effort in the judging process. My deepest appreciation also goes to members of the Organizing Committee, under Mr S K Cheong's able chairmanship, for their insightful guidance that keep the Awards move forward.

My deepest gratitude goes to Television Broadcasts Ltd, which has given its persistent support for the Awards since 1989. I am also greatly indebted to this year's three Special Citation Title Sponsors, 19 Corporate Sponsors and Supporting Organization for their generous contribution.

We are immensely grateful to Mr Graham Allan, Group Chief Executive of The Dairy Farm Group for the inspiring sharing at the Award Presentation Dinner.

Finally, my warmest congratulations go to all the winners of the Campaign and Individual Awards. I salute your tremendous achievement!





Mr Mark Lee
Executive Director and Group Chief Executive Officer
Television Broadcasts Limited

TVB is honoured to be in partnership with The Hong Kong Management Association in delivering the HKMA/TVB Awards for Marketing Excellence over the past decades. This prestigious Awards has achieved many successes with impressive work accomplished and standard elevated.

The importance of marketing in today's world can never be overstated. Every type of business can be uplifted by the increased sales and heightened brand awareness that a great campaign can offer. With technological advancement, marketers and agencies have to be proficient and visionary in utilizing integrated tools and platforms to attain successful campaigns.

At this special event, we have the great opportunities to get inspired by the immense successes achieved by the distinguished marketers in the industry as well as the insights shared by the honourable guest speakers.

I would like to express my appreciation for the enormous contribution by the panel judges and organizing committee in furthering and strengthening the essence of the Awards. My congratulations go to the HKMA for their continued success, as well as to all the award winners who have played an essential role to keep the industry blooming and innovative.





Mr S K Cheong
Chairman, Organizing Committee
HKMA/TVB Awards for Marketing Excellence 2016

In the rapidly changing information age, breakthroughs in technology have a vital impact on business transformation. It is always critical for marketers to identify the key change in the market and the unforeseen consumer needs in the latest development and application of technology. Marketers and organizations are required to make precise forecast and response timely or even ahead of the trend so as to outperform other players in the game.

Every year, the HKMA/TVB Awards for Marketing Excellence bestow honours on the forerunners of marketing in recognition of their tremendous contribution and achievement in the industry.

I would like to extend my heartfelt thanks to the Panel of Judges, Board of Examiners and my fellow members of the Awards Organizing Committee. My sincere gratitude is also extended to the three Special Award Title Sponsors and all the Corporate Sponsors and supporting organization, a number of whom have supported the Awards over many years.

In addition, it is our privilege to have Mr Graham Allan, Group Chief Executive of The Dairy Farm Group as the Guest of Honour of the Award Presentation Dinner. May I extend my whole-hearted appreciation to Mr Allan for sharing with us his enlightening speech.

Lastly, congratulations to all the award winners for their overwhelming achievement, which has set the bar high for the industry.





**Dr Victor Lee**Executive Director
The Hong Kong Management Association

How the brand stays visible and attracts the eyeballs of customers should be the key challenges facing marketers every day, as customers are becoming more individualized and fragmented. Given loads of information, customers are losing their patience easily.

To capture the hearts and minds of the target customers, the winning formula is to offer differentiating customer experience, combining both digital and physical contents that create value for them and instill an emotional connection with the brand, which can convert to be buyers into real customers and win their wallets ultimately.

Every year, the HKMA/TVB Awards for Marketing Excellence bring us latest marketing trends and showcase the best applications of marketing strategies and insights. These highest accolades represent the intelligence, creativity and efforts of the marketing leaders in Hong Kong.

At this important occasion, I would like to extend my sincerest thanks to members of the Panel of Judges, the Board of Examiners and the Marketing Awards Organizing Committee for their invaluable time and expertise to make the Awards such a great success. My appreciation also goes to Television Broadcasts Limited, all Special Citation Title Sponsors, Corporate Sponsors and Supporting Organization for their long-lasting support.

Last but not least, I would like to extend my heartfelt gratitude to Mr Graham Allan, Group Chief Executive of The Dairy Farm Group, for gracing us with his presence at this Award Presentation Dinner.



# An Introduction to The Hong Kong Management Association

The Hong Kong Management Association (HKMA) is a non-profit making organization established in 1960. Its vision, mission and values are as follows:

#### **VISION**

To be the leading professional organization advancing management excellence in Hong Kong and the Region

#### MISSION

- To promote best practices in management
- To nurture human capital through management education and training at all levels
- To provide members with a platform for exchange of ideas, networking and personal development

#### **VALUES**

- Continuous improvement
- Innovation
- Integrity

- Professionalism
- Respect for Individuals
- Sustainability

Services provided by the HKMA can be categorized into three major areas, namely education and training; management services and membership services.

With a commitment to nurturing human capital through management education and training at all levels, the HKMA offers over 2,000 training and education programmes covering a wide range of management disciplines for more than 50,000 executives every year. From distance learning courses, seminars and workshops, certificates, diplomas, all the way to bachelor, master and doctorate degree programmes jointly organized with prestigious overseas universities, these programmes are suitable for executives at different stages of development. The HKMA also provides specially designed corporate training which geared to the particular needs of different organizations. In 2009, the Association introduced the concept of Corporate University, which helps companies retain quality staff and build a corporate culture of lifelong learning.

The Association believes learning while networking works best for achieving continuous development. Diversified management services are offered to provide platforms for business executives to exchange ideas, to network and to gain professional development. Annually, the Association organizes diverse functions such as Annual Conference, special topic seminars, dinners and workshops. Prominent business leaders are invited to share their invaluable insights and wisdom on the most updated trends and development of management.

Business award is another major area of HKMA's management services. To promote best practices in management, each year, the Association organizes eight business awards in Hong Kong and the Mainland. These include the Best Annual Reports Awards, the HKMA Quality Award, the Award for Excellence in Training and Development, the HKMA/TVB Awards for Marketing Excellence, the Hong Kong Management Game, the Distinguished Salesperson Award, the Hong Kong Sustainability Award and the Award for China Marketing Excellence. These prestigious awards, which are now regarded as the highest accolades of the business community, provide an exemplary model for business professionals to follow and benchmark.

With a total of over 13,000 members including individuals and corporates, membership service has always been a priority for the Association. A comprehensive range of membership activities such as seminars, forums, luncheons, company visits, study tours and social gatherings are offered every year. Another distinctive feature of membership is the eight autonomous Specialist Clubs which provide opportunities for members with similar interests to meet and develop further their specialist knowledge. The highlight event of membership is the Annual Fellowship Dinner which provides an excellent platform for members to extend their network.



### **About the Awards**

#### **INTRODUCTION**

The HKMA/TVB Awards for Marketing Excellence bestow honour and public recognition on individuals and organizations that have, through outstanding marketing programmes, broken barriers and raised the standards of the marketing profession in Hong Kong. The Award has been established in 1985 and sponsored by the Television Broadcasts Limited.

#### **AWARD CATEGORIES**

- 1. Campaign Awards
- 2. Individual Awards

#### **JUDGING PROCESS**

#### **Campaign Awards**

All entrants were required to submit a five-page write-up on their marketing campaigns. From written submissions, ten finalists as well as recipients of special awards would be chosen by the Board of Examiners. Finalists would be invited to give a presentation before the Panel of Judges and the Board of Examiners who would then decide on the Gold, Silver, Bronze Awards, Excellence Awards and Merit Awards recipients.

#### **Individual Awards**

All entrants must be nominated by their companies. They were required to submit a write-up explaining their achievements in marketing to be reviewed by the Board of Examiners. Outstanding marketers would be shortlisted for a presentation and interview before the Panel of Judges who would then decide on the winners of the Marketer of the Year, Distinguished Marketing Leadership Awards and Outstanding Marketing Professional Awards.

#### **AWARDS AND RECOGNITION**

#### **Campaign Awards**

- Gold Award
- Silver Award
- Bronze Award
- Excellence Awards
- Merit Awards
- ◆ 周大福 Citation for Digital Marketing
- citibank Citation for Innovation
- Citation for Outstanding TV Campaign
- Citation for Outstanding Small Budget Campaign
- Citation for Excellence in Mainland Marketing
- Best Marketing Partner Award(s)
- Best Presentation Award

#### **Individual Awards**

- Marketer of the Year
- Distinguished Marketing Leadership Awards
- Outstanding Marketing Professional Awards



# Panel of Judges Campaign Awards



**Mr Abraham Chan**Chairman
PuraPharm International (HK) Ltd



**Mr Sunny Cheung** Chief Executive Officer Octopus Cards Ltd



Mr Albert Ip Executive Director & CEO Langham Hospitality Investments Ltd



Ms Alice Ip Executive Director Sino Land Company Ltd



**Mr Paul Poon**Managing Director
CLP Power Hong Kong Ltd



**Mr Joseph Wong** Chairman & Chief Executive Officer Stelux Holdings International Ltd



### **Panel of Judges** Individual Awards



Mr Stephen Ho **Chief Executive Officer** CITIC Telecom International CPC Limited



Mr S K Cheong (Chairman) Executive Director and General Manager **Television Broadcasts Limited** 



Mr Bankee Kwan Chairman & CEO **CASH Group** 



**Mr Raymond Lam** General Manager Mars Food Inc.



**Mr Frank Lee** President Tom Lee Music Co. Ltd



Ms Susanna Liew **Chief Executive Officer** PrimeCredit Limited



**Mr Edmund Mak** Chief Executive Officer and **Executive Director** Bossini International Holdings Limited



**Mr Lennard Yong** Regional Chief Executive Officer FTLife Insurance Company Limited



**Mr Robert Young** Member Marketing Management Committee



# **Board of Examiners**Marketing Awards Organizing Committee



Mr S K Cheong (Chairman)
Executive Director and General Manager
Television Broadcasts Limited



**Ms Vicki Au** Managing Director Estée Lauder (HK) Limited



**Mr Tom Chan**Managing Director,
Commercial Group
HKT Limited



**Mr Horace Chow** General Manager Microsoft Hong Kong Limited



**Ms Grace Ho** General Manager Nestlé (Hong Kong) Limited



Mr Stephen Ho
Chief Executive Officer
CITIC Telecom International CPC Limited



### **Board of Examiners** Marketing Awards Organizing Committee



Mr Bankee Kwan Chairman & CEO **CASH Group** 



Mr Raymond Lam General Manager Mars Food Inc.



**Mr Frank Lee** President Tom Lee Music Co. Ltd



Ms Susanna Liew **Chief Executive Officer** PrimeCredit Limited



Mr Theodore Ma Co-Founder CoCoon



Dr Kim Mak BBS JP **Executive Director Corporate Affairs** The Hong Kong Jockey Club



**Mr Lennard Yong** Regional Chief Executive Officer FTLife Insurance Company Limited



# Board of Examiners Marketing Management Committee 2015/16



Mr S K Cheong (Chairman)
Executive Director and General Manager
Television Broadcasts Limited



**Ms Rosetta Fong** Group Vice Chairman & Executive Director Convoy Financial Holdings Ltd



**Miss Randy Lai**Managing Director
McDonald's Restaurants (HK) Ltd



**Mr Bruce Lam**Chief Marketing Officer
CSL Mobile Limited



**Mr Patrick Lee** Chief Executive Officer North Asia and China Inchcape Hong Kong



### **Board of Examiners** Marketing Management Committee 2015/16



**Mr Vincent Leung** President SKECHERS Hong Kong Ltd



**Mr Edmund Mak** Chief Executive Officer and **Executive Director** Bossini International Holdings Limited



**Mr Stanley Sun** Managing Director Fuji Photo Products Co Ltd



**Mr Larry Sze Chief Executive Officer** Gilman Group



Mr Kent Wong **Managing Director** Chow Tai Fook Jewellery Group Ltd



**Ms Jeny Yeung Commercial Director** MTR Corporation Ltd



**Mr Robert Young** Member **Marketing Management Committee** 



Mr Titus Yu Senior Regional Director Prudential Hong Kong Ltd

### Rooms and Facilities Rental 場地及設施租用



We provide rooms and venues for hire at Central/Admiralty, Wanchai, Causeway Bay and Tsim Sha Tsui East which suit a wide variety of uses such as meetings, training sessions, lectures, seminars, conferences, professional examinations, presentations, sales talks, etc.

我們在中環/金鐘、灣仔、銅鑼灣和尖東提供場所及設施租用。我們的場地和房間適合各類需要,例如會議、培訓、課堂、座談會、討論會、專業考試、演講、推銷活動等。



### Central/Admiralty

#### 中環/金鐘

Located adjacent to Lippo Centre, rooms with city view and partial sea view

鄰近力寶中心,房間有城市景觀及部分海景

#### **Wan Chai**

#### 灣仔

Opposite to Revenue Tower, with large rooms which can accommodate up to 80 persons each

税務大廈對面,大房可容納多達80人

#### **Causeway Bay**

#### 銅鑼灣

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### Campaign Awards

#### **Judging Criteria**

- 1. Rationale Behind the Marketing Campaign
- 2. Marketing Execution including Development and Positioning of Product / Service / Behaviour / Idea; Pricing / Cost of Target Audience; Sales or Distribution Channels; Communication and Promotion; People; and Overall Integration of Campaign Elements
- 3. Originality and Strategic Impact of the Campaign
- 4. Results including Marketing and Financial Results
- 5. Exceptional Meritorious Aspects of Campaign

#### **Campaign Award Winners**

#### **Gold Award**

"csl Hit the BIG time on a BIG network" CSL Mobile Limited

#### **Silver Award**

"ManulifeMOVE" Manulife (International) Limited

#### **Bronze Award**

"My Hero II: The Rise of Hero Chef" Tai Hing Catering Group

#### **Excellence Awards\***

"Love is in Every Moment - Father & Daughter" AIA International Limited

"'FUN2GATHER'Toyota Sienta & Spade" Crown Motors Ltd

"Next Generation of Customer Experience" McDonald's Restaurants (Hong Kong) Ltd

#### **Merit Awards\***

"Making Better" 3HK

"FWD Savie Insurance 'Simply Unbeatable' Campaign" FWD Life Insurance Company (Bermuda) Limited

"A Surprise in Disguise" McDonald's Restaurants (Hong Kong) Ltd

"Standard Chartered x Asia Miles Launch Campaign" Standard Chartered Bank (Hong Kong) Limited

#### **Citation for Digital Marketing**

"YOUPON – Your style Your taste" Pizza Hut Hong Kong Management Ltd

#### Citibank Citation for Innovation

"ManulifeMOVE" Manulife (International) Limited



#### Citation for Outstanding TV Campaign

"My Hero II: The Rise of Hero Chef" Tai Hing Catering Group

#### Citations for Outstanding Small Budget Campaign\*

"Locals Support Locals" Hong Kong Football Association

"Yahoo Mobile Everyday" Yahoo Hong Kong

#### Citations for Excellence in Mainland Marketing\*

"Freely On Silk Road" Chow Tai Fook Jewellery Company Limited

"Knife - The Taste & Health of HK" Lam Soon Hong Kong Group

#### **Best Marketing Partner Awards\***

**Uth Creative Group Limited** 

#### **Best Presentation Award**

Mr Clive Chow Vice President, Marketing CSL Mobile Limited

<sup>\*</sup> The order of presentation of the campaigns receiving the same award is based on the alphabetical order of the company name.



**(csl.**產品快線: 2888 2123 **f** csl Q

香港電訊附屬公司



PCCW mobile and one2free merged into one brand in 2014 – and the resultant csl brand came to represent the biggest mobile operator in Hong Kong. The merger brought together two very different entities in all aspects, such as brand positioning, networks, systems, employees and cultures. This new brand also faced the challenge of competing in a saturated market.

csl adopted a leadership position by deploying 375Mbps technology to launch one of the fastest networks in the world. Greater efficiency gave csl the capacity to venture outside traditional market territories by introducing new technology and mobile solutions to communities that included pet lovers, senior citizens and pre-schoolers.

The campaign was planned to launch in phases in order to build momentum, reaching a climax when celebrity Dayo Wong endorsed the csl brand and exerted an influence on both online and offline worlds. A "big" network enabled csl to deliver more lifestyle enjoyment and achievement to customers, who were encouraged to "live big" in tune with its slogan: "Hit the BIG time on a BIG network".

csl linked their hotline, retail outlets and online store as one big sales network to deliver a better customer experience. It also transformed its retail outlets from mere points-of-sale to full service stations at which customers could learn, sample and understand what technology really had to offer.

Groundbreaking campaigns were instrumental to helping csl become a role model in telecoms industry development, as well as the most preferred mobile operator brand in Hong Kong. csl has since established a firm foothold in the high-value segment, generating loyalty alongside higher ARPU and better customer retention.

#### Comments from the Judges:

It was commended as an impressive and unbeatable marketing campaign, which has effectively capitalized on the synergy of merging two different culture companies and has established a strong brand identity as the giant player in the industry.

The overall strategies were comprehensive and extraordinary. In order to gain market share in the highly saturated market, csl strived to identify and capture the untapped segments. It successfully amazed its customers with world-class products and pioneering retail experience. Sending 100 frontline staff to Korea for training was highly impressive. The use of Mr Dayo Wong as the spokesperson together with the well-executed advertisement was extremely powerful and the message was clearly communicated to the audience.

csl emerged as a game-changer and walked the talk in empowering its customers to "live big" in the "big time" era. The campaign has set new standards for the telecoms industry, not only locally but also around the world.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. Uth Creative Group Limited
- 2. OMD



### Manulife**MOVE**創新保險概念 將每日活動量<sup>,</sup>轉換保費折扣。

全新ManulifeMOVE計劃,配合智能運動手帶及 手機應用程式,記錄您每日活動量,兑換成保費折扣。 健康,不但是一份保障,更是屬於自己的獎賞。



了解更多 即上www.ManulifeMOVE.hk 或致電MOVE熱線 2510 3941





Nearly half of Hongkongers exercise for less than 30 minutes per week. That has big implications for Hong Kong's health, so as an insurer, Manulife was keen to encourage healthier living. But today's digital-savvy consumers are used to having everything at their fingertips, personalized to them and accessible through mobile while they're on the go. So to connect with Manulife's target audience it had to create a completely new health insurance concept.

Enter Manulife**MOVE**: linking protection and wearable technology through an innovative, proprietary mobile app, allowing Manulife to engage with customers on an ongoing basis and shift insurance away from "risk protection" toward a more holistic program of "risk prevention." The idea was simple: move more, stay active and Manulife will reward customers with discounts on their insurance premiums.

MOVE made a splash with a high-energy, high-visibility ATL campaign. Online promotion targeted audiences with specific interests like running and fitness, and mobile ads pinpointed people in particular office buildings or restaurants through geo-fencing technology. Context relevant content on social media ensured Manulife's message stayed relevant and KOL engagement drove online conversation.

But Manulife knew that wouldn't be enough. To work, people had to want to use MOVE; it had to be fun. So the MOVE app congratulates or encourages Movers based on their recent activity, and issues special challenges to keep them active around festival seasons or other times when activity levels might drop, helping reinforce positive behavioural change.

MOVE made Manulife radically changed the way they work, becoming nimble and more collaborative to unleash innovation with outstanding results; successfully engaging the Gen Y audience, elevating the brand consideration and promoting healthier living in Hong Kong (Movers had already logged enough steps to get to the moon and back **ten times!**).

#### **Comments from the Judges:**

Embracing the wave of technology on-the-go, it was commended as an innovative campaign, which enabled Manulife to engage the new generations in a simple and accessible way.

The marketing campaign was well thought-out and highly integrated. Combining with technologies, Manulife formulated a strong proposition that life insurance was applicable to healthy persons inducing people to pursue happier and healthier lifestyle. It was innovative to link prevention with claims. With the creative premium reward scheme, Manulife successfully distinguished its health insurance offerings from the others in the market.

Apart from the remarkable sales results, more importantly, there was also positive impact to the community. The campaign not only 'moved' Hong Kong people to pursue a healthy lifestyle, but also 'moved' the century-old industry to new ground. It was definitely a win-win-win case for Manulife, customers and the community at large.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. Dentsu HK Limited/ mcgarrybowen Hong Kong
- 2. PHD
- 3. HeathWallace





Cha chaan teng (茶餐廳), the unique culinary culture of Hong Kong is in jeopardy. The market is oversaturated with over 2,500 HK-styled restaurants and faces challenges from financial turbulence, retail recession, inbound tourist downtrend and rising raw material costs.

Tai Hing albeit had pioneered unique proposition of "My Hero", understood the need to create new momentum and had evolved herself for creating the next hero, stir-fries so as to sustain business growth profitably in light of weakened consumer confidence as well as the fierce and diverse competition from various market sectors.

Instead of a simple, one-way and aloof TVC, a prelaunch parody of 'Hero Election' was deployed leveraging on the By-Election of Legislative Council in real life. Through online-to-offline engagement, the outpost content marketing preemptively generated 479k video views and successfully fostered impactful customer engagement of over 120,000 votes in 2 weeks.

Tai Hing then bombed the city with 3600 trans-media thematic commercial "My Hero II: The Rise of Hero Chef" coupling with owned, earned and shared media to convey the core message of guarding the authentic HK-styled taste and heroize all her real chefs behind the brand whose mission is ever serving authentic tasty HK-styled cuisines to energize Hongkongers. Strategically, she furthermore rolled out her patented Al wok system (智能炒鑊系統) sounding like a sophisticated secret weapon so as to quarantee the dish being done to a turn innovatively.

The campaign was a tremendous success including enhancing brand equity with No.1 recognized in many aspects ranging from innovative, good at stir-fries, serving delicious dishes to representing HK-styled taste, extending business horizon with the unprecedented levels of sales and profit growth as well as contributing in the sustainability of cha chaan teng heritage in a city renowned as the international gourmet paradise..

#### **Comments from the Judges:**

It was commended as an out-of-the-box marketing campaign, which has effectively created a new hero and has enhanced the brand equity of Tai Hing through a unique proposition strategy.

The campaign was an excellent example to use "International Character" to build distinctive brand image of a local restaurant. Tai Hing's traditional image has been completely changed and was so well placed to meet all walks of life in a refreshing manner. The online-to-offline engagement programmes effectively aroused customers' desire and created demand. The strategy of using a chef as a hero was a smart move and the adoption of AI wok at the stores gave people a sense of quality.

Both branding and financial results were achieved. The investment in product innovation and technical know-how successfully preserved the authentic Hong Kong styled taste, made Tai Hing an unconventional Hong Kong born-and-bred Cha Chaan Teng and paved the way for embracing future challenges.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. Uth creative Group Limited
- 2. PHD
- 3. Strategic Communications Consultants Limited



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### **Excellence Award**

"Love is in Every Moment – Father & Daughter"
AIA International Limited

AIA faced two challenges: 1) insurance is intangible and perceived homogeneous; 2) the Company is a credible market leader but not emotionally connected to consumers. The Company therefore created a campaign with dual objectives: brand building and product promotion. Seeing a strong market demand for wealth accumulation, AIA promoted Bonus Power – a savings product that can fulfil people's long-term financial needs at different life stages.

To achieve the dual objectives, AIA created a long-term and sustainable theme that emotionally connects with people and is intrinsic to its products – "Love is in Every Moment", which encourages people to seize every moment to express love. This theme embraces human life cycle 生老病死, allowing target consumers to embed various AIA products that meet their needs along their life journeys.

Understanding from a survey that children are the biggest motivation to save, AIA chose a parenting story for this campaign. It was a real life story to provoke resonance and to reflect brand essence – HK father Marco acted on his love by taking his daughter on a memorable bike tour in Taiwan. Aaron Kwok was casted as Marco for his renowned acting skills and potential viral power.

To connect with the internet-savvy middle class, AlA's key target segment, a digitally-led 360 campaign was implemented. Different initiatives served different roles: a minifilm highlighted "Love is in Every Moment" theme; print ads provided product details; PR events maximised awareness, etc.

The results were encouraging: the minifilm achieved 14 million views, over 300 earned coverages worth over HK\$6 million advertising value; the campaign also won Effie and TVB awards.

"Love is in Every Moment" is a sustainable theme. AlA had launched a further campaign for a critical illness product with the same theme in April 2016, which was also very successful.

#### **Comments from the Judges:**

This was commended as a well-thought out and well-executed marketing campaign which has successfully strengthened AIA's brand position in a highly competitive insurance market through a focus message and excellent communication strategies.

The objectives were clearly defined. The strategic deployment of "Love is in Every Moment" was powerful, easy to understand and highly effective in emotionally engaging the audience. The adoption of a real touching story as the blue print of the mini-film was thoughtful and a rare move in recent years. The starring of Aaron Kwok in the mini movie successfully caught eyeballs of the public and the mini film became the viral hit yielding more than 10 million views in a short period of time.

The campaign has achieved overwhelming sales results. It has not only differentiated AIA as "The Real Life Company", but also strengthened its leading position in wealth management market.

#### Parties to be Recognized for Contributing to the Success of the Programme:

1. Uth Creative Group Limited





**ŠIĒNTĀ** 

# 



Toyota is a mass brand with a wide model range, renowned for its reliability and durability. Over the years, Toyota has been perceived as "conservative" and "practical" where the public does not expect "wow" factors. Typical Toyota customers are mature and aged above 45. To make a change, Toyota carried the mission to deploy the new marketing strategies in building an energetic and youthful brand.

With the introduction of the two Japanese K car models, Sienta and Spade, "FUN2GATHER" campaign had shown its ambitions to:

- Revolutionize the Japanese K Car trend in Hong Kong Automobile market
- Be the true leader within Automotive industry in emotional engagement
- Win the heart of the Younger Generation

Calling for the search of "lost of Sienta and Spade" had become the centralized communication message of "FUN2GATHER" during the teaser stage with comprehensive fun activations throughout consumers touch points: digital, offline and Guerrilla marketing. The "FUN2GATHER" elements were threefold: personification (creating Sienta-san and Spade-san character), iconic representation and strong storytelling. Throughout the consumer journey, the potential customers were filled with energetic fun and they were able to move their friends for a "Fun-together" Experience.

The campaign drew fascinating results and record-breaking achievements. Over 400 Sienta and Spade were sold in just 2 weeks' time even during the economy downturn and became the best-selling models in their segments in H2 2015. Most importantly, Sienta and Spade successfully attracted to younger generation where 70% of the customers were aged 25-39. This campaign had helped to rejuvenate Toyota's brand image.

Last but not least, the campaign had brought positive impact to automotive industry and revolutionized the way automotive marketers market their products and brands.

#### **Comments from the Judges:**

It was commended as a fun and playful campaign with a strong storytelling approach, which has successfully rejuvenated the brand image and captured younger customers.

Riding on the Japanese-ness of the two product models, Crown Motors was able to uniquely localize and popularize their differences and hence made them appealing to the younger generation. It was encouraging to see the company taking a bold step in the strategies of personifying its products. The campaign successful changed the brand perception from "conservative" to "energetic and youthful". The strong support from internal staff demonstrated a truly team effort. The success of the campaign was based on an in-depth customer analysis and identification of latest consumer behavior trends.

The campaign has achieved significant financial result which largely exceeded its original target. Crown Motors' innovative approach revolutionized the way of car launch and became a benchmark for automotive industry.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. Uth Creative Group Limited
- 2. Vizeum Hong Kong
- 3. Imagine Lab

# Going For Gold? Give Me Fries.







## **Excellence Award**

"Next Generation of Customer Experience" McDonald's Restaurants (Hong Kong) Ltd

2015 marked an important crossroads for McDonald's in Hong Kong. Delivering to our customers' ever changing needs, while still maintaining healthy margins, had become far harder to achieve. Therefore, McDonald's set themselves the ambitious goal of leaving the arena of fast food, and instead entering a far more sustainable, and profitable, world of fast casual.

A simple marketing campaign, announcing McDonald's commitment to change, would not have been enough to convince customers how serious they were about adapting to their customers' evolving needs. So, believing in walking the talk before even talking the talk, McDonald's Hong Kong team initiated and decided to open a McDonald's concept restaurant in Hong Kong, that was first in the world.

Thus McDonald's NEXT was born. Physically, it was just a single store, but its birth marked a new era, one that unveiled a far bigger statement of how the entire McDonald's brand could be moved forward. Intuitive technology, customizable burgers and salads, premium coffee and desserts, sophisticated interior design: all of this had a huge halo effect on key brand scores. But even more importantly, the launch of NEXT allowed McDonald's to break through the resistance of customers to paying a price premium for the products.

The results speak for themselves: "Good Food Quality" scores across all the stores went up by 30%, and average check size for all of Hong Kong increased by a tremendous 8%, in less than 6 months. Also, it proved to be an extendable concept which were later deployed to other districts in Hong Kong, like Tai Po Centre & Cityplaza, with proven results and even set a global benchmark for future McDonald's, such as the McDonald's Next store that to be opened in Beijing.

#### **Comments from the Judges:**

It was commended as an ambitious and bold campaign which unveiled a big statement of how McDonald's could leave its comfort zone of fast food world and evolve to the territory of fast casual.

The whole campaign was well-planned and well-integrated. With thorough understanding and insights on the ever changing needs of the customers, the campaign reshaped the informal eating out landscape by offering a more premium food menu and service, which was new to its original fast and low margin catering business. McDonald's Next flagship store proved that the little Hong Kong market could lead the world in innovation, and a perfect place for pilot test of big and small ideas.

The results were very encouraging. The launch of McDonald's NEXT has not only changed the consumer perception, but has also become a historical landmark in its Hong Kong history.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. DDB Group Hong Kong
- 2. OMD



## iChat 24/7網上客戶服務

- ·客戶服務專員即時線上對話
- · 全日24/7無間斷服務
- ·智能手機或電腦均可連繫服務
- ·登入iChat體驗至貼心服務





3ichat.three.com.hk



The high penetration of smartphones has fueled the mobile telecommunication business. Each of the four telecommunication giants in the market is well-established with enormous resources to inject in product and services development and marketing investment. Although 3HK is seen as THE YOUNG & INNOVATIVE brand, innovation alone is no longer sustainable. In view of this, 3HK reflected on its role and guestioned the real value it can bring to customers' lives. And that is human connection.

3HK MAKING BETTER – Making better became 3HK's brand concept, brand promise to customers supported by three strategic pillars:

#### **Making Products Better**

People are using their phones to take photos, play games, watch movies and more. To provide better entertainment, 3HK formed strategic partnerships with TVB, Le Sports, and Google, bringing a new standard of video and gaming contents to customers from one device to another.

#### **Making Services Better**

To improve customer service, 3HK expanded contact points beyond store and hotline, spearheading digital customer service solutions with a human touch. My3 App was introduced, a centralized service hub for customers to easily check account information and launched industry's first instant messaging platform – 3iChat, making 3HK accessible 24/7 to not only 3HK users, but non-users too.

#### **Making Connections Better**

To inspire better human connection, 3HK looked at human stories and adopted a transmedia storytelling strategy in its communication. It created a range of social content including "Tony Electronic x Dr Tso Wung Wai Best Invention Series", "Microfilm Connection" and "Making Better Movie behind the scenes" to influence and inspire every Hong Konger to share better lives together.

Through MAKING BETTER, 3HK changed the way people looked at mobile service operators, shifting the competition away from homogenous offerings to what a brand can really give to make people's lives better.

#### **Comments from the Judges:**

It was commended as an all-rounded and multifaceted campaign, which has successfully enhanced the brand equity by upgrading its products and services to make Hong Kong people's lives better.

The campaign has demonstrated a passionate execution. While major telecoms players have been emphasizing on cuttingedge technology and innovation, 3HK was very smart to differentiate itself from the competitors and to direct customers' focus on better products, services and human connections. The company was also bold to highlight interpersonal communications and discourage people from addiction to smartphones. The introduction of TVC, which went beyond products and enhanced relevancy by tapping into people's daily lives was highly innovative.

The strategic partnership successfully captured the business opportunities and the trend of entertainment on-the-go. Furthermore, the campaign has achieved promising marketing and financial results, enhanced customer experience across all brand contacts and generated goodwill for the company.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. Metta
- 2. PHD
- 3. TVB



Savie自助息理財壽險計劃





Savie Insurance "Simply Unbeatable" Campaign took an unconventional approach to engage young segment, who were young professionals aged 25-34, aspirational and optimistic, the "soon-to-be" customers of insurance. However, this segment typically disengaged with the conventional insurance category due to lacking of knowledge, perceived intangible benefits of insurance, and low level of trust.

To create strong appeal to young segment, FWD started with breaking industry norms to satisfy their unmet needs:

Firstly, Savie Insurance was designed to let customers enjoy guaranteed good return and all-time flexibility at the same time. The product offered (1) guaranteed return of 3% p.a. for 3 years, (2) freedom to deposit and withdraw any time without any fee; (3) life insurance benefits. The product offering was unmatched in the market - "Simply Unbeatable".

Secondly, Savie Insurance was purposely designed for e-commerce - simple, transparent and risk-free. FWD developed the industry's first Online-to-Offline (O2O) model to capture online buying behaviour and fulfill regulatory requirements, by completing transactions at FWD Insurance Solution Centres at customers' convenience.

Thirdly, FWD took an unconventional "conversation-driven approach" to TALK WITH CUSTOMERS, not talking to them. The "Simply Unbeatable"(咁至係冇得輸) campaign adopted "Musicification" to participate in young people's life. FWD collaborated with FAMA to publish an unbranded song to portray issues and events in young people's life and resonated strongly with them. It was then followed by a series of Social Amplifications. KOLs and media were invited to jump on the bandwagon of talking about "Simply Unbeatable" (咁至係冇得輸) in social and media spaces stretching through beauty, motor, and healthy eating etc. In addition, Outdoor TVs, print ad, OOH, online banners, had been used to compliment the digital and social initiatives and generated higher mass awareness for the campaign.

#### **Comments from the Judges:**

It was commended as a brilliant and highly original marketing campaign. In the over-crowded insurance market, FWD has wisely identified and addressed the needs of the niche young segment through innovative product and distribution strategies.

With genuine understanding of the market situation, Savie insurance, was thoughtfully designed and "simply unbeatable" to cater for the interests of the young professionals, who desired for flexibility and freedom. The company further captured the hearts of the target customers with a "Rap Out Loud" communication strategy talking to the young people that they could be in control of their lives as well as their savings. The industry's first Online-to-Offline (O2O) model laid the cornerstone of the success of the campaign.

The use of disruptive approach was an excellent marketing case of creating a blue ocean. FWD, being a comparatively young player in the market, effectively generated high awareness among the younger generation and achieved impressive financial and marketing results.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. Whazzup Limited
- 2. MEC/PHD
- **CMRS**



Job No.: 01MCD16080247	Revision:	Date Modify: 11 Oct 2016	Client: McDonald's	Trim Size: 210mm(w) x 285mm (h)	Display Size: 216mm(w) x 291m	m (h)	Output Supplier:	Material Deadline:  -	Insertion Date:
Item Name: 2016 HKMA Print Ad_210x285H_V2		Job Description: 2016 HKMA Print Ad		Bleed Size: @3mm	Color: 4C	Scale: 1:1	Output Material:	Publication:	

AW Approval	Traffic: Zoe	Studio: jack	Chi / Eng Copywriter:	Art Director:	AS: Daniel	Client:
Label						



In order to gradually reset brand and reclaim the higher ground of burger leadership, McDonald's started a long-term initiative to uplift quality perceptions. By taking the first step in elevating the Quarter Pounder with Cheese to an icon of quality, McDonald's aimed to tell the story that it is not just producing value burgers for the masses, but also going beyond to democratize premium burgers. To achieve this, McDonald's Hong Kong partnered with renowned Mauritian-Hong Kong chef, Christian Yang, to develop two premium variations of the Quarter Pounder with Cheese.

After the burgers were developed, a pop-up restaurant was then opened to convince even the most skeptic that the burger was worth a second try. The pop-up restaurant's menu featured three versions of the Quarter Pounder with Cheese (QPC), and everything about the restaurant appeared to be normal when you walked in. The twist, however, was that the burgers were not priced. Instead, customers were asked to pay what they thought the burgers were worth. And only then then did Chef Christian Yang reveal that these were in fact McDonald's burgers, and not just burgers, but new versions of the venerable QPC.

This eye-opening experience increased food quality perceptions by a tremendous 30%, and lifted brand trust by an astounding 46%. To top it all off, sales went through the roof, over-achieving the initial target by 48%.

#### **Comments from the Judges:**

It was commended as a smart strategic execution with the use of premium chef to lift the brand and product quality in matching with the customer expectation.

It was a great marketing campaign which brought attention to the reinvention of its famous Quarter Pounder Cheese burger. The overall strategies were well thought out and effective to increase the popularity of the burger. The use of pop-up restaurants was truly a surprise and a great idea. It was a good choice to partner with Mr Christian Yang, who became the vehicle to transmit the greatness of the product and did not steal the limelight of the food. More importantly, the campaign demonstrated McDonald's efforts to retain customers by stimulating them with new excitement and continuous improvement.

Results of the campaign were remarkable in terms of product sales and brand trust. Developing new Quarter Pound variant was a good example of "Glocal", a key ingredient to win in a highly competitive market.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. DDB Group Hong Kong
- 2. OMD





sc.com/hk

Here for good



"Shopping? Dining? I like them both. But what I like most, is Banking. Because it earns me more miles". This line from the Standard Chartered Asia Miles MasterCard TV commercial captures the very essence of Standard Chartered's value proposition; enabling customers to earn miles not just from credit card spend but also from banking services such as Time Deposit, Mortgage and Insurance.

The unique product proposition from Standard Chartered made a seismic impact to the banking scene. Complementing this strategic launch was an integrated and innovative marketing approach featuring canto-pop Diva and movie star Sammi Cheng. Extending beyond TV, Outdoor and Print, the campaign pioneered the use of new digital and social media breakthroughs such as Facebook live, blogger partnership and content marketing to effectively communicate the key messages to target audience. Facebook Live broadcasted the launch event through various KOL and blogger Facebook pages, essentially 'bringing' fans to feel and participate in the atmosphere of the launch event. This generated a huge buzz and excitement as a precursor to the grand launch.

In addition to the thematic TVC evolving around Banking Obsession, the team also created a humorous parody music video aired in social media starring Sammi. The music video was an instant viral hit with views of more than one million in one day, driving not only awareness but also applications in card and banking services. Overall, the campaign help generated huge commercial success and set a new benchmark on marketing excellence.

#### **Comments from the Judges:**

It was commended as a simple yet powerful marketing campaign which has successfully leveraged on two powerful and trustful brands to develop a right product to reach the right target audience through effective communication strategies.

The objectives and rationale were clearly defined. Being the only retail bank to offer Asia Miles for banking services, Standard Chartered broke new grounds in the market in terms of its product innovation, where both cards and banking benefits wow-ed the market. With the use of celebrity, Ms Sammi Cheng, in addition to various promotional tools, the message was effectively communicated to the audience in a most appealing way. The campaign applied a comprehensive marketing approach which created extraordinary media coverage, especially through on-line and social media and made the campaign a talk of the town.

The results were exemplary as evidenced by the record high of monthly card application and exponential growth in Asia Miles Time Deposit. It was definitely a win-win case for both parties.

#### Parties to be Recognized for Contributing to the Success of the Programme:

- 1. TBWA Hong Kong
- 2. PHD
- 3. Fingertips



## **Past Campaign Award Winners**

#### 2015

#### **GOLD**

Coca-Cola China Ltd - Share A Coke

#### SILVER

British Motors Limited - The Unexpected - All New Discovery Sport

Maxim's Caterers Limited - Mooncake Market Revolution - Maxim's Egg Custard Mooncake 2014

#### **EXCELLENCE AWARDS**

Arome Bakery (HK) Co Ltd - Arome Anew & Beyond Pricerite Stores Limited - Small Space: Big Universe Nestle Hong Kong Ltd - Frutips Relevancy Campaign **MERIT AWARDS** 

The Hong Kong and China Gas Company Limited - Cook For Love The Hong Kong and China Gas Company Limited - Total Kitchen Solution

K11 Concepts Limited - The Revolutionary Art x Commerce Retail Model - Local Customer Recognition As Our Continued Driving Force

PrimeCredit Limited - Turning Property into Cash

#### 2014

#### **GOLD**

Harbour City - Rubber Duck Joy to the World Campaign

Wellcome's 'Like Always' Campaign

#### **BRONZE**

CLP Power - 'Let's Save Now For A Better Future' Marketing Campaign **EXCELLENCE AWARDS** 

Chow Tai Fook 'The Perfect One' Bridal Campaign 2013 Environmental Protection Department - Food Wise Hong Kong PrimeCredit - Golden-teeth Promise

#### **MERIT AWARDS**

RunOurCity 'Free to Run 3.23 Hong Kong Streetathon' McDonald's Restaurants - From CNY to WNY: Making the Most of the New Year

Tai Hing Catering Group - My Hero 太好味道

Times Square: This is Your Time; Timely Transformation Of A Fading Meeting Place

#### 2013

#### **GOLD**

PCCW - HKT mobile service 'Ultimate Mobility' **SILVER** 

Harbour City – Doraemon Brings Innovative Surprises through Joyful Experiences

#### **BRONZE**

Love the Planet 4.22 Hong Kong Goes Green Monday **EXCELLENCE AWARDS** 

Turning Brand Culture into Customer Benefit - Fairwood 40th Anniversary

Breakthrough the Dark Side of Hong Kong Disneyland McDonald's Restaurants - i'm Amazing

#### **MERIT AWARDS**

Dairy Farm - Wellcome - Low Low Price Watcher The Hong Kong Jockey Club – Happy Wednesday McDonald's Restaurants - It's Mac Time Tonight

TSL | 謝瑞麟 Brand Revitalization – Rising from The Gloom

#### 2012

#### **GOLD**

Coca-Cola Summer 'Chok' Campaign

Hong Kong Breast Cancer Foundation - Three Steps to Breast Health

Disneyland's It's Playtime with Friends - The Power of Synergy **EXCELLENCE AWARDS** 

FUJIFILM X-series - The sect of wandering photographing - The Re-birth of a Camera Giant

McDonald's - The Road to Becoming Hong Kong's Coffee Destination iButterfly - Turning the Sky into a Canvas

#### **MERIT AWARDS**

PopCorn's Opening Campaign

Okamoto - Water Temptation, Thinner than Super Thin

Pizza Hut - Pizza and More SOLVIL ET TITUS: Time is Love

#### 2011

The House of Dancing Water, City of Dreams - A New Era of Entertainment in Macau

Ocean Park's Aqua City - The re-birth of a miracle **BRONZE** 

China 3D's 3 Dimensional Marketing of 3D Sex and Zen **EXCELLENCE AWARDS** 

Citibank Banks on New Standards to Break Banking Inertia Free Golden Bangle

Breaking Out of the Price Prison - How McDonald's launched its first premium product, 35 years on

#### 2010

#### **GOLD**

Maxim's Angel and Devil

#### **SILVER**

Standard Chartered Hong Kong 150th Anniversary Commemorative Charity Banknote Marketing Campaign

#### **BRONZE** McDonald's Moments Delivered

#### **EXCELLENCE AWARDS**

Endless Love - Rebranding BOCG Life Cathay Pacific 'People & Service' Campaign HKJC 125th Anniversary Campaign

#### 2009

MTR Rail Merger Campaign - The Unprecedented Marketing Challenge

#### **SILVER**

McDonald's Democratizing Premium Coffee

#### **BRONZE**

American Express Cathay Pacific Credit Card - Fly Faster

#### **CERTIFICATES OF EXCELLENCE**

Cathay Pacific New Cabin Designs Marketing Campaign Dairy Farm - One Dollar Does Matter

The HKJC Olympic 2008 Campaign - How We Excelled in the World



## **Past Campaign Award Winners**

#### 2008

#### **GOLD**

Continuous 'One-Up' Breakthrough

- The Success Story of Harbour City, the Success Story of You & Me! SILVER

Pizza Hut Chessy Bites - Release the Child in You **BRONZE** 

Manhattan Hill - Magic Happens in West Kowloon

#### **CERTIFICATES OF EXCELLENCE**

Coca-Cola zero - Who Says You Can't Have Real Taste Zero Sugar Ronald McDonald House Charities: Part of Me, Part of My Community PCCW Mobile - Building A Brand with Passion Power

#### 2007

#### **GOLD**

Bel-Air No.8 - The New Landmark in Island South

Cathay Pacific - Moving Forward with Hong Kong for 60 Years **BRONZE** 

Luxottica - Revitalized an Old Brand in a Stagnant Industry

#### **CERTIFICATES OF EXCELLENCE**

McDonald's 24 Hours 'Mac Tonight' Campaign Pizza Hut Cheesy Lava 'Passion released, Record achieved' Making babies' 'impossible mission' possible

#### 2006

#### **GOLD**

Love Hong Kong, Love Ocean Park!

CLP Power: Create the Market - Induction Cooking

**BRONZE** 

apm - a retail breakthrough for HK

#### **CERTIFICATES OF EXCELLENCE**

Hong Kong Broadband - Be Ahead of Yourself

PCCW - Next Generation Fixed Line 'Brand Quality Campaign' Prevail in Confectionery: Eclipse Mints

#### 2005

#### **GOLD**

Revolution of Pizza Hut's Business Concept

#### **SILVER**

Repositioning of e-zone

#### **BRONZE**

Cathay Pacific - It's the little things we remember

#### **CERTIFICATES OF EXCELLENCE**

Be the True Soy Sauce Leader - The Launch of Amoy Premium Soy Sauce Hutchison Live 3

The Arch - Imagination rules the world

#### 2004

#### **GOLD**

YOHO Town - Transforming Residential Property into a Lifestyle Brand **SILVER** 

Swire Homes' Distinctive New Living – The Orchards

Launch of a New Brand: VAGO with INSOLIA - The Painless Hi-Heels

#### **CERTIFICATES OF MERIT**

Fairwood Re-branding Hutchison - The Launch of 3 Regalia Bay

#### 2003

#### **GOLD**

One2Free SMS Lovers

The Power of Love - The Power of Music **BRONZE** 

Ocean Park Halloween Bash 2002

#### **CERTIFICATES OF MERIT**

New World PCS - Twins Mobile - Breakthrough Info-tainment Service Keeps Idols Close

McDull, Hong Kong One Egg Tart Watsons Water - Wats Next

#### 2002

#### **GOLD**

The Making of RoadShow

Cathay Pacific - The World's Biggest Welcome

#### **BRONZE**

See You at Café de Coral

An Exceptional Community for An Exceptional Childhood

- Discovery Bay Siena one Marketing Campaign

#### **CERTIFICATES OF MERIT**

Hang Seng Femina Banking - Lead a Fabulous Life Hang Seng M.I. Kid" Account - Develop your Children's Potential for Great Achievements"

#### 2001

#### **GOLD**

The Leighton Hill - Home to the New Aristocracy

Orangeworld - A World Where Your Fantasy Takes Flight **BRONZE** 

Ribena Mobile the Ultimate Breakthrough

**CERTIFICATES OF MERIT** 

Allergan - Complete Repositioning Campaign

Manulife - The MPF Launch Campaign

SUNeVision - Launch of Propertystreet.net

#### 2000

#### **GOLD**

SUNDAY Independence Day **SILVER** 

Ocean Shores - Live the Good Life, Live at the Best **BRONZE** 

The Creative Positioning of 5-7 Seater Mazda Premacy Capsule V **CERTIFICATES OF MERIT** 

BOC U-point Credit Card

Hong Kong's Tender – You Name the Price

Guangzhou-Kowloon Through Train Service Improvement Turned **Business Around** 



## **Past Campaign Award Winners**

#### 1999

**GOLD** 

A Sentimental Journey

**SILVER** 

Tierra Verde – Breaking Through A Bleak Market

**BRONZE** 

Panadol Cold & Flu Campaign

**CERTIFICATES OF MERIT** 

DFS Galleria - Targeting A Changing Customer

Festival Walk: Set Your Own Boundaries

Swire Properties: StarCrest – 5-Star Luxury at a 9-Star Location

#### 1998

**GOLD** 

Lipton Ming Han Ching Tea Bags

SILVER

Tse Sui Luen Jewellery - The Launch of 5th C Jewellery Consultancy Service - A New Dimension in Diamond Marketing

**BRONZE** 

Dai Pai Dong - Passion of Hong Kong

**CERTIFICATES OF MERIT** 

The Launch of Colgate Sensation Whitening Toothpaste

Hang Seng SmartInvest Services

SpeedPost – We Put Time on Your Side

#### 1997

**GOLD** 

The Launch of One2Free

SILVEF

Shell Supercharged 881 Friends of the Road

**BRONZ** 

Product Launch of Lee Kum Kee Seasoned Soy Sauce for Seafood in 1996

**CERTIFICATES OF MERIT** 

1996 American Express Credit Card Launch

903 id club Programme

Shanghai Tang – Made by Chinese

#### 1995

**GOLD** 

The Kingswood Villas Metamorphosis

SILVER

Standard Chartered Credit Card Real Life Privilege

**BRONZE** 

Launching of HMV Superstores: Music at its Best

CERTIFICATES OF MERIT

DHL Jumbo Box – Air Freight Made Easy

Open Learning Institute of Hong Kong - MBA Degree Programme Rinnai Gas Clothes Dryer – A Breakthrough for Towngas

#### 1994

**GOLD** 

Kalm's – A Gift from the Heart Marketing Campaign

SILVER

All I Want for Christmas is Pacific Place

**BRONZE** 

City Telecom Marketing Campaign 1994

CERTIFICATES OF MERIT

ABC Communications Limited – QK Youth Programme

MTR 15th Anniversary Charity Drive

Virgin Atlantic Airways Limited

1993

GOLD

Dairy Farm Hi-Calcium Milk

**SILVER** 

Taipan Snowy Mooncake

**BRONZE** 

Hongkong Telecom CSL 1010 Digital Launch

**CERTIFICATES OF MERIT** 

Crown Motors' 1993 Toyota Drive-Away Campaign

Lane Crawford Express Ocean Park Kids' World

#### 1992

GOLD

Recruit

K-Swiss Sports Shoes

**BRONZE** 

MTR Customer Service Campaign

**CERTIFICATES OF MERIT** 

Lee Kum Kee XO Sauce

Mission Impossible: Nissan Gallery

Sea Horse Scandinavian Furniture Launch Campaign

#### 1991

GOLD

Just Gold Concept

SILVER

IKEA Showflat Campaign

**BRONZE** 

Mazda 121 Campaign

CERTIFICATES OF MERIT

Building Up of Fornari Jeans in Hong Kong Nine Queen's Road Central – A Case History Saab 900S (1992 Model) Launch Campaign

1990

Hong Kong Economic Times Circulation Driven Campaign

1989

Fujicolor Circle Campaign

Standard Chartered Bank's Mortgage Plus Enhancement Programme

1988

First Pacific Bank CCU Deposit Campaign

1987

American Express Card Fotomax Video Club

1986

Jade VTR Package Three Grains Rice

1985

Café de Coral Exchange Square Mitsubishi 4-Seater Taxi

<sup>\*</sup> The order of presentation of the campaigns receiving the same award is based on the alphabetical order of the company name.



► Corporate Editorial

Design and Production Services
 Internet and CRM Programming

Chung & Tang Communications Consultants

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## **Individual Awards**

#### **Judging Criteria**

#### **Distinguished Marketing Leadership Awards**

- 1. Single Campaign Track Record
- 2. Track Record Highlights including Marketing Achievements; Achievements in the Leadership of the Marketing Function in the Organization or Client Organization; Contributions to the Strategic Business Direction of the Organization or Client Organization; and Personal Achievements
- 3. General Contributions

#### **Outstanding Marketing Professional Awards**

- 1. Single Campaign Track Record
- 2. Track Record Highlights including Marketing Achievements and Personal Achievements
- 3. Self-improvement Plan

#### **Individual Award Winners**

#### Marketer of the Year

Ms Isabella Lau Chief Customer Officer Manulife International Limited

#### **Distinguished Marketing Leadership Awardees\***

Ms Ivy Chan Marketing Communications Manager The Hong Kong and China Gas Co Ltd

Ms Esther Chung Marketing Director/Digital Lead McDonald's Restaurants (Hong Kong) Limited

Ms Kim Lam Marketing Manager - Coffee, Confectionery & Food Nestlé Hong Kong Ltd

Ms Isabella Lau Chief Customer Officer Manulife International Limited

Mr Simon Shing Assistant Vice President, Marketing FWD Life Insurance Company (Bermuda) Limited

#### Outstanding Marketing Professional Awardees\*

Mr Chan Kin Hong Manager, Marketing Communications New World Facilities Management Company Limited

Ms Lam Mei Shan Marketing Manager McDonald's Restaurants (Hong Kong) Limited

Ms Huey Tyng, Voon Assistant Manager, Lending and Proprietary Card Services American Express International Inc

The above list shows the Award recipients and their companies during the year of the Award indicated.

<sup>\*</sup> The order of presentation of individual award winners receiving the same award is based on the alphabetical order of their company name.



## **Individual Awards**

#### Marketer of the Year and Distinguished Marketing Leadership Awardee



Ms Islabella Lau **Chief Customer Officer** Manulife (International) Limited

I am greatly honoured to receive the Marketer of the Year and Distinguished Marketing Leadership Award. It not only serves as a recognition of my career in marketing, but also as a tribute to the dedication and excellent work of my team at Manulife. To be able to do a job that you love - and then to be rewarded for it in this memorable way is surely as much as anybody could ever ask for. My sincerest thanks.

#### Distinguished Marketing Leadership Awardees\*



Ms Ivy Chan Marketing Communications Manager The Hong Kong and China Gas Company Limited

I am truly honoured to receive the Distinguished Marketing Leadership Award. I would like to thank the respected judges and examiners for this recognition, which will drive me to pursue continual excellence. My heartfelt gratitude also goes to Towngas Management who uphold "leadership at all levels", to my dedicated and talented teammates and to all our professional partners.



**Ms Esther Chung** Marketing Director/Digital Lead McDonald's Restuarants (Hong Kong) Limited

It is my great honour to be given the Distinguished Marketing Leadership Award, which propels me to higher heights. I would like to extend my sincere gratitude to McDonald's Hong Kong management team for their leadership and to marketing team for their unfailing support.



**Ms Kim Lam** Marketing Manager - Coffee, Confectionery & Food Nestlé Hong Kong Ltd

It is my great honour to receive the Distinguished Marketing Leadership Award. Winning this award would not have been possible without the support and trust from my bosses, teammates and working partners, for whom I have derived the strength to challenge myself and perform better at each stage. This recognition is a shot in my arm for further pursuing marketing excellence. As the tagline goes: It all starts with a NESCAFÉ.

- The above list shows the Award recipients and their companies during the year of the Award indicated.
- \* The order of presentation of individual award winners receiving the same award is based on the alphabetical order of their company name.



## **Individual Awards**



**Mr Simon Shing** Assistant Vice President, Marketing FWD Life Insurance Company (Bermuda) Limited

It is my great honour to receive the Distinguished Marketing Leadership Award. The recognition continues to fuel my passion in marketing, and fortify my endeavour in doing marketing differently. My heartfelt thanks to judges and examiners, all my supporters, and to FWD for being "Dare to be Different".

#### **Outstanding Marketing Professional Awardees\***



**Mr Chan Kin Hong** Manager, Marketing Communications New World Facilities Management Company Limited

It was truly an honour to take part in the award and present a case study that a successful marketing campaign is not necessarily measured by monetary terms, instead, its social impact and value to the community where we grow, learn and play do matter.



Ms Lam Mei Shan Marketing Manager McDonald's Restaurants (Hong Kong) Limited

I am so glad that to be able to join this year's Outstanding Marketing Professional Award. It is not easy to be here without my supervisor and agency's support all the way. I have gained a lot during the progress and finally extra effort has been paid off.



Ms Huen Tyng, Voon Assistant Manager, Lending & Proprietary Card Services American Express International Inc.

Know your objective, be focused and be passionate, eventually it will be a good marketing plan.

- The above list shows the Award recipients and their companies during the year of the Award indicated.
- \* The order of presentation of individual award winners receiving the same award is based on the alphabetical order of their company name.



## **Past Individual Award Winners**

#### 2015

#### Marketer of the Year

#### Ms Eve Leung

Senior Marketing Manager - Branded Products Maxim's Caterers Limited

#### Distinguished Marketing Leadership Awardees\*:

#### Ms Sandy Hung

Business & Marketing Director Well Synergy International Limited

#### Ms Tania Lau

Director of Marketing, Yahoo Hong Kong Yahoo! Hong Kong Limited

#### Ms Eve Leung

Senior Marketing Manager – Branded Products Maxim's Caterers Limited

#### Mr John Leung

**Director of Customer Communication** Pricerite Stores Limited

#### Outstanding Marketing Professional Awardees\*:

#### Ms Anny Ho Yin Wa

Manager, Local Store Marketing and CSA McDonald's Restaurants (Hong Kong) Limited

#### Ms Nicole Lam

Manager, Marketing and Brand Management Pricerite Stores Limited

#### Ms Wong Ki Man

Manager – Marketing

McDonald's Restaurants (Hong Kong) Limited

#### 2014

#### Marketer of the Year

#### Ms Karen Tam

Assistant General Manager – Promotions and Marketing Harbour City Estates Limited

#### Distinguished Marketing Leadership Awardees\*:

#### Ms Amy Leung

Executive Director

Pricerite Stores Limited

#### Ms Karen Tam

Assistant General Manager – Promotions and Marketing Harbour City Estates Limited

#### Outstanding Marketing Professional Awardees\*:

#### Ms Ophelia Fong

Marketing Manager

The Dairy Farm Company, Limited - Wellcome

#### Mr Andrew Yeung

Manager – Promotions and Advertising Harbour City Estates Limited

#### 2013

#### Marketer of the Year

#### Ms Yvonne Tang

Marketing Director

McDonald's Restaurants (Hong Kong) Limited

#### Distinguished Marketing Leadership Awardees\*:

#### Ms Emily Chow

Head of Marketing PrimeCredit Limited

#### Mr Anthony Jim

Director - Group Marketing

#### Ms Elman Lee

Group Marketing Manager

The Dairy Farm Company Limited – Wellcome

#### Mr Richard Leong

Marketing Director

Pizza Hut Hong Kong Management Limited

#### Ms Yvonne Tang

Marketing Director

McDonald's Restaurants (Hong Kong) Limited

#### Outstanding Marketing Professional Awardees\*:

#### Ms Karen Chan

Marketing Manager

The Dairy Farm Company Limited - Wellcome

#### Mr Wallis Chow

Chief Marketer

Okamoto Industries (H.K) Limited

#### Ms Janet Lau

Deputy Group Marketing Manager The Dairy Farm Company Limited - Wellcome

#### Ms Catherine Law

Assistant Manager, Brand and Loyalty,

Digital Engagement American Express International Inc.

#### Ms Ivv Suna

Marketing Manager

The Dairy Farm Company Limited - Wellcome

#### 2012

#### Marketer of the Year

#### Ms Reatrice Lo

Brand Director, Sparkling Beverages Coca-Cola China Limited

#### **Distinguished Marketing Leadership Awardees\*:**

#### Ms Susanna Lee

Head of Strategic Planning Gilman Group

#### Mr Richard Leong

Marketing Director

Pizza Hut Hong Kong Management Limited

#### Ms Beatrice Lo

Brand Director, Sparkling Beverages Coca-Cola China Limited

#### Mr Joehan Martinus

Director, Mass Marketing CSL Limited

#### Mr Ngai Wah Sing, Francis

Founder & CEO

Social Ventures Hong Kong

#### Mr Ray Wong CEO

PHD

#### Ms Phyllis Yau

Associate Director of Marketing Bossini Enterprises Limited

#### **Outstanding Marketing Professional Awardees\*:**

#### Ms Leung Kwai Yuk, Alice

Marketing Manager, Commercial Graphics Division & Architectural Markets Department 3M Hong Kong Limited

#### Mr Deric Wong

Head of Strategy and Insights Omnicom Media Group

#### Marketer of the Year

#### Ms Josephine Wu

Marketing Director Luxembourg Medicine Co Ltd

#### **Distinguished Marketing Leadership Awardees\*:**

#### Ms Lo Bo Ki, Vocalis

Manager, Rewards

American Express International Inc

#### Mr Joseph Wong

Founder & Managing Director

Cookie Galerie

#### Ms Josephine Wu

Marketing Director Luxembourg Medicine Co Ltd

#### **Outstanding Marketing Professional Awardees\*:**

#### Ms Irene Au

Assistant Manager, Rewards American Express International Inc

#### Mr Cheung Chi Kwong, Ricky

Division Manager, Industrial & Transportation Business 3M Hong Kong Limited

#### 2010

#### Marketer of the Year

#### Ms Rhoda Chan

Head of Corporate Responsibility, Corporate Affairs, Hona Kona Standard Chartered Bank (Hong Kong) Limited

#### **Distinguished Marketing Leadership Awardees\*:**

#### Ms Elaine Chan

Deputy Head of Corporate Communication New World First Bus Services Limited

#### Ms Rhoda Chan

Head of Corporate Responsibility, Corporate Affairs, Hona Kona Standard Chartered Bank (Hong Kong) Limited

#### Ms Helen Cheung

Director of Corporate Communications & Relations McDonald's Restaurants (HK) Limited

#### Mr Jacky Hui

Senior Manager, Marketing & PR EGL Tours Co Ltd

#### Ms Tracy Leung

Head of Cathay Pacific Co-brand Portfolio American Express International Inc

#### utstanding Marketing Professional Awardees\*:

#### Ms Esther Chung

Assistant Marketing Manager McDonald's Restaurants (HK) Limited

#### Ms Mary Shek

Senior Branding Manager Standard Chartered Bank (Hong Kong) Limited

#### Ms Rebecca Tse

Assistant General Manager YATA Department Store



## **Past Individual Award Winners**

#### 2009

#### CIM Marketer of the Year

#### Ms Diane Chiu

Marketing Director

The Dairy Farm Company Ltd – Wellcome

#### Distinguished Marketing Leadership Awardees\*:

#### Ms Diane Chiu

Marketing Director

The Dairy Farm Company Ltd - Wellcome

#### Ms Clare Ho

Director of Consumer Mobile Marketing, Consumer Group **PCCW Limited** 

#### Ms Betty Leong

General Manager – Investment Property MTR Corporation

#### Ms Lena Tsang

Vice President

Sir Hudson International Limited

#### **Outstanding Marketing Professional Awardees\*:**

#### **Ms Emily Chow**

Deputy Head of Marketing PrimeCredit Limited

#### Ms Wendy Leung

Senior Marketing Manager

#### McDonald's Restaurants (HK) Ltd

Mr Ivan Wong Vice President - Mobile Marketing, Consumer Group

#### 2008

PCCW Limited

#### CIM Marketer of the Year

#### Ms Koby Kwan

Marketing Head

Cerebos (Hong Kong) Limited

#### **Distinguished Marketing Leadership Awardees\*:**

#### Ms Bertha Chan

Marketing Manager Ngong Ping 360 Limited

#### Mr Stanley Cheung

General Manager, Asia Pacific Region Okamoto Industries (HK) Limited

#### Ms Koby Kwan

Marketing Head

Cerebos (Hong Kong) Limited

#### Ms Karen Tam

Senior Manager – Promotions and Advertising Harbour City Estates Limited

#### **Outstanding Marketing Professional Awardees\*:**

#### Ms Pinky Chiang

Manager, Corporate Communication Convoy Financial Group

#### Ms Avis Lau

Fuels Brand Manager Shell Hong Kong Limited

#### Mr Andrew Yeung

Promotions and Advertising Manager - Dalian Times Square

Wharf Estates China Limited

#### Ms Florence Yiu

Division Manager, Projection Systems 3M Hong Kong Limited

The above list shows the Award recipients and their companies during the year of the Award indicated.

The order of presentation of individual award winners receiving the same award is based on the alphabetical order of their surname.

#### 2007

#### CIM Marketer of the Year

#### Mr Lewis Soo

Manager, Residential Market CLP Power Hong Kong Limited

#### **Distinguished Marketer Awardees\*:**

#### Ms Susanna Lau

General Manager Hong Thai Travel

#### Ms Vivian Lee

Marketing Director Ocean Park Hong Kong

#### Mr Lewis Soo

Manager, Residential Market CLP Power Hong Kong Ltd

#### Mr Gilman Too

Marketing Director - Greater China Luxottica Retail China Limited

#### Mr Alan Wong

Director of Marketing DHL Express (Hong Kong) Limited

#### **Outstanding Young Marketing Professional**

#### Ms Jamie Chan

Director, Certified Naturopathic Doctor **Energy Source** 

#### Mr Wilson Chung

Senior Marketing Manager

Pacific Century Premium Developments Limited

#### Mr Joseph Lau

Sales Manager, Residential CLP Power Hong Kong Limited

#### Ms Canny Leung

Executive Director BMA Marketing & Advertising Ltd

#### Ms Canace Lin

Assistant Marketing Manager McDonald's Restaurants (HK) Ltd

#### Mr Balwin Yeung

Senior Marketing Manager Hong Thai Travel

#### 2006

#### **CIM Marketer of the Year**

#### Miss Randy Lai

Vice President of Marketing McDonald's Restaurants (HK) Limited

#### **Distinguished Marketer Awardees\*:**

#### Ms Fanny Chan

Publisher & Chief Executive Officer Job Market Publishing Ltd, Sing Tao News Corporation

#### Mr James Hong, Akio

Senior Manager, Marketing Department Sony Computer Entertainment Hong Kong Limited

#### Miss Randy Lai

Vice President of Marketing McDonald's Restaurants (HK) Limited

#### Ms Rita Li

Director of Consumer Marketing **PCCW Limited** 

#### Mr Joseph Wong

Head of Marketing Hong Kong Philharmonic Orchestra

#### Mr Harold Yip

General Manager Double A

#### **Outstanding Young Marketing Professional** Awardees\*

#### Ms Vivian Lee

Product Manager MTR Corporation

#### Ms Clara Lo

Group Product Manager Amoy Food Limited

#### Ms Sharon Siu

Marketing Director

Job Market Publishing Ltd, Sing Tao News Corporation

#### Ms Anisa Tio

Marketing Manager

McDonald's Restaurants (HK) Limited

#### CIM Marketer of the Year

#### Ms Amanda Lui

Director & Chief Operations Officer RoadShow Holdings Limited

#### **Distinguished Marketer Awardees\*:**

#### Ms Anita S Y Chan

Deputy General Manager Sun Hung Kai Real Estate Agency Ltd

#### Ms Melanie Lee

Vice President, Marketing New World Mobility

#### Mr Terence Lee

Marketing Communications Manager The Hong Kong and China Gas Company Limited

#### Ms Amanda Lui

**Director & Chief Operations Officer** RoadShow Holdings Limited

#### Ms Eunice Wong

Marketing Director

Jardine Restaurant Group, Pizza Hut Hong Kong

#### **Outstanding Young Marketing Professional** Awardees\*

#### Ms Lau Yeuk Hung, Sandy

Senior Marketing Officer Double A

#### Ms Camellia Lee

Market Development Manager Double A

#### Ms Elman Lee

Marketing Manager **FORTRESS** 

#### Ms Joanne Tang

Assistant Marketing Manager Warner Music Hong Kong Limited

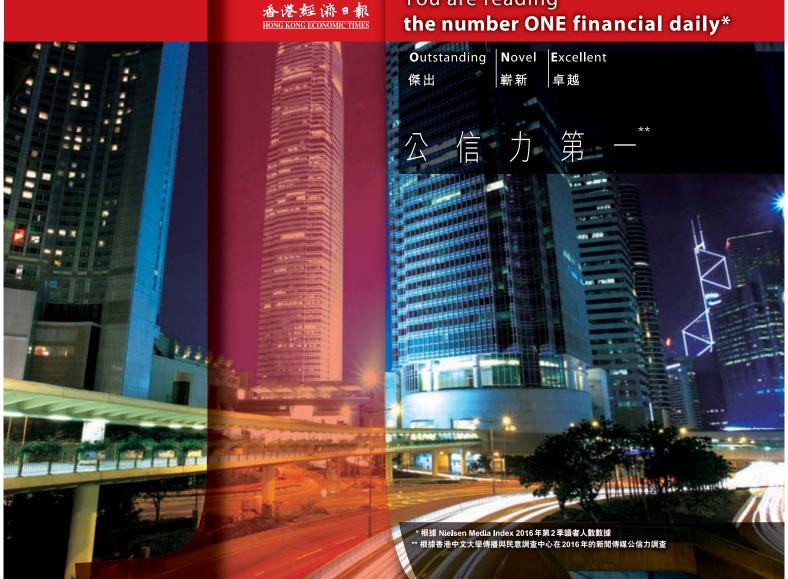
#### Ms Nancy Yau

Senior Marketing Manager Jardine Restaurant Group, Pizza Hut Hong Kong



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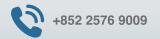
















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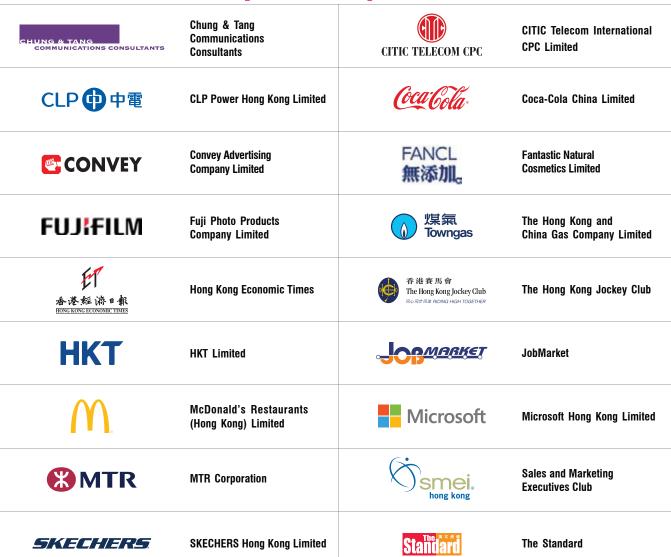
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