

Past Events 過往活動

Event Date	Event Types	Event Name	Event Highlights
活動日期	活動類型	活動名稱	活動花絮
29-Nov-19	Conference / Seminar 研討會及講座	<u>零售技術新趨勢、挑戰與機遇</u>	<u>零售技術新趨勢、挑戰與機遇</u>
29-Nov-19	Conference / Seminar 研討會及講座	<u>2020 Hong Kong Retail Outlook</u>	<u>《2020香港零售市場前景》研討會</u>
28-Nov-19	Conference / Seminar 研討會及講座	<u>Briefing Session on Quality Service Programme</u>	<u>2020 優質服務計劃巡查系統簡介會</u>
30-Oct-19	Conference / Seminar 研討會及講座	<u>2019 Retail Excellence Award Open Presentation Seminar</u>	<u>2019 傑出服務策劃座談會</u>
30-Oct-19	Conference / Seminar 研討會及講座	<u>零售業的危與機 講座</u>	<u>零售業的危與機 講座</u>
16-Oct-19	Conference / Seminar 研討會及講座	<u><<零售2.0：企業大變身>>研討會</u>	<u><<零售2.0：企業大變身>>研討會</u>
23-Sep-19	Conference / Seminar 研討會及講座	<u>Smart Retailing Conference II - Deliver Truly Customer-Centric Digital Marketing cum SHOPLINE X HKRMA Quality E-Shop Competition 2019 Award Presentation</u>	<u>智能零售研討會 (2)：數碼營銷以客為導 暨 2019 SHOPLINE X HKRMA 優質網店比賽頒獎典禮</u>
27-Jun-19	Conference / Seminar 研討會及講座	<u>Smart Retailing Conference I: ePayment, Security & Fulfillment</u>	<u>智能零售研討會(1)：電子付款、安全及履行交易</u>
27-Jun-19	Conference / Seminar 研討會及講座	<u>(For VIP Registration) Smart Retailing Conference I: ePayment, Security & Fulfillment</u>	<u>(For VIP Registration) 智能零售研討會：電子付款、安全及履行交易</u>
14-Jun-19	Conference / Seminar 研討會及講座	<u>2019 Service & Courtesy Award Orientation (Participating Companies Only)</u>	<u>2019 傑出服務獎迎新會 (只限參與公司)</u>
31-May-19	Conference / Seminar 研討會及講座	<u>Taxation of the Digital Economy in Mainland China and Hong Kong</u>	<u>數碼經濟零售下稅務 - 中國與香港</u>
09-May-19	Conference / Seminar 研討會及講座	<u>2019 Service & Courtesy Award Briefing Seminar</u>	<u>2019傑出服務獎簡介會</u>
08-May-19	Conference / Seminar 研討會及講座	<u>Briefing Seminar on 2019 Hong Kong Awards for Industries: Customer Service</u>	<u>2019「香港工商業獎：顧客服務」簡介會</u>
28-Mar-19	Conference / Seminar 研討會及講座	<u>Briefing on Earn & Learn Pilot Scheme for Retail Industry</u>	<u>零售業「職」學創前路先導計劃 簡介會</u>
26-Feb-19	Conference / Seminar 研討會及講座	<u>2019 Retail Outlook</u>	<u>《2019香港零售市場前景》研討會</u>
23-Oct-18	Conference / Seminar 研討會及講座	<u>2018 Retail Excellence Award Open Presentation Seminar</u>	<u>2018 傑出服務策劃大獎 公開演說座談會</u>
22-Oct-18	Conference / Seminar 研討會及講座	<u>Seminar on Energy Saving Tips in Retail Shops</u>	<u>《零售店鋪節能十式》講座</u>
10-Aug-18	Conference / Seminar 研討會及講座	<u>Seminar on Faster Payment System</u>	<u>快速支付新趨勢研討會</u>
20-Jul-18	Conference / Seminar 研討會及講座	<u>4 Tips to Create a Popular Branded eShop A Low Cost & High Return Marketing Strategy</u>	<u>4招助你建立人氣品牌網店 打造低成本高回報的營銷策略</u>
17-Jul-18	Conference / Seminar 研討會及講座	<u>Seminar on Development & Opportunities in Greater Bay Area</u>	<u>大灣區經濟發展及投資機遇研討會</u>
15-Jun-18	Conference / Seminar 研討會及講座	<u>2018 S&C Orientation</u>	<u>2018 傑出服務獎迎新會</u>

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06-Jun-18	Conference / Seminar 研討會及講座	[Free] SME Seminar - Seamless Omni-channel experience	[免費中小企講座] O2O全渠道營銷整合管理
31-May-18	Conference / Seminar 研討會及講座	"No Fakes Pledge" Scheme Member Activity - Smart Online Retailing Security Seminar	「正版正貨承諾」會員活動 - 「智慧電子零售的網絡安全」講座
15-May-18	Conference / Seminar 研討會及講座	Retail Summit 2018 - Inspiring the New Era of Retail	2018香港零售高峰會 - 匯聚新智慧 零售創未來
09-May-18	Conference / Seminar 研討會及講座	2018 Hong Kong Award for Industries - Briefing Seminar	2018 香港工商業獎：顧客服務 - 簡介會
04-May-18	Conference / Seminar 研討會及講座	Inspiration for Retailers – Key Challenges Faced by eCommerce Businesses	零售商的啟示 - 電子商務面臨的挑戰
25-Apr-18	Conference / Seminar 研討會及講座	2018 Service & Courtesy Award Briefing Seminar - The Key for Retailers to Innovate	2018傑出服務獎研討會：零售商創新求變的要訣
17-Apr-18	Conference / Seminar 研討會及講座	Free SME Seminar - Winning Cross-Border E-commerce	免費中小企講座 - 贏在跨境電子商務
11-Apr-18	Conference / Seminar 研討會及講座	Tips for Retailers to Survive the Shift to Online Shopping	零售商在網購世代的生存之道
14-Mar-18	Conference / Seminar 研討會及講座	Briefing on "Earn & Learn Pilot Scheme for Retail Industry"	零售業「職」學創前路先導計劃 簡介會
12-Mar-18	Conference / Seminar 研討會及講座	2018 Japan Study Tour	2018 日本考察團
08-Feb-18	Conference / Seminar 研討會及講座	Seminar on Unfair Trade Descriptions	2012年商品說明（不良營商手法）（修訂）條例》講座
31-Jan-18	Conference / Seminar 研討會及講座	Seminar on Good Practice for External Lighting Installations	戶外燈光裝置良好作業專題講座
30-Jan-18	Conference / Seminar 研討會及講座	Seminar on Latest Catering Trend	飲食業服務趨勢分享會
23-Jan-18	Conference / Seminar 研討會及講座	Seminar on 2018 Hong Kong Retail Outlook	《2018香港零售市場前景》研討會
23-Nov-17	Conference / Seminar 研討會及講座	SME Summit 2017 - "Cutting-edge of Omni-channel -- Challenges and Opportunities for SME Retailers"	零售峰會2017-「中小企發展電子商務的挑戰與機遇」
15-Nov-17	Conference / Seminar 研討會及講座	Be an Influential Leader for Gen Z	做個Z 時代超Buy 的上司
24-Oct-17	Conference / Seminar 研討會及講座	2017 Service & Courtesy Award - Winners Announcement Ceremony	2017 傑出服務獎 - 結果發佈會
20-Oct-17	Conference / Seminar 研討會及講座	How to sell Globally on eBay	eBay 全球營銷話你知
11-Sep-17	Conference / Seminar 研討會及講座	Seminar on Customer Service Enhancement & Case Sharing	客服新常態管理及實戰 講座
26-Jul-17	Conference / Seminar 研討會及講座	Briefing on Social Mobile Commerce New Dynamics	「社交手機商貿新力量全面睇」分享會
23-Jun-17	Conference / Seminar 研討會及講座	Bricks and Clicks: Understanding Your Shoppers and Capturing the Rise of E-Commerce	Bricks and Clicks: Understanding Your Shoppers and Capturing the Rise of E-Commerce
22-Jun-17	Conference / Seminar 研討會及講座	Seminar on How to Use "Recognition of Prior Learning" Effectively in Staff Recruitment and Manpower Development	零售業資歷架構系列「過往資歷認可」－助僱主招聘人才及從業員確認專業能力
21-Jun-17	Conference / Seminar 研討會及講座	Briefing on In-service Training and Industry Attachment for Retail	「企業培訓服務及工作實習計劃」簡介會
15-Jun-17	Conference / Seminar 研討會及講座	2017 S&C Orientation	「2017 傑出服務獎」迎新會

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16-May-17	Conference / Seminar 研討會及講座	<u>Seminar on Growing Beyond Trend - Business Survival in an Unusual Economy</u>	<u>《種出新頁 -- 非常態零售服務》講座</u>
09-May-17	Conference / Seminar 研討會及講座	<u>2017 Retail Conference: Rejuvenation of Retail – Challenges and Solutions</u>	<u>2017零售研討會：零售大革新 – 挑戰與出路</u>
24-Apr-17	Conference / Seminar 研討會及講座	<u>Briefing for "2017 Hong Kong Awards for Industries: Customer Service"</u>	<u>2017「香港工商業獎：顧客服務」簡介會</u>
11-Apr-17	Conference / Seminar 研討會及講座	<u>WeChat Payment Seminar -- Hong Kong Station</u>	<u>微信智慧工作坊--香港站</u>
07-Apr-17	Conference / Seminar 研討會及講座	<u>2017 Service & Courtesy Award Briefing Seminar & Information Sharing</u>	<u>分享會: 如何打造活力團隊 及 2017傑出服務獎簡介</u>
13-Mar-17	Conference / Seminar 研討會及講座	<u>2017 Japan Study Tour</u>	<u>2017 日本考察團</u>
28-Feb-17	Conference / Seminar 研討會及講座	<u>Seminar on Creating Service Leader DNA</u>	<u>《創造服務領袖DNA》講座</u>
24-Jan-17	Conference / Seminar 研討會及講座	<u>Seminar on 2017 Hong Kong Retail Outlook</u>	<u>「2017 香港零售市場前景」研討會</u>
17-Jan-17	Conference / Seminar 研討會及講座	<u>Seminar on "Beware of Deception and Counterfeit Currency"</u>	<u>零售業提防偽鈔講座</u>
06-Jan-17	Conference / Seminar 研討會及講座	<u>Seminar on Winning Retail in 2017</u>	<u>「2017零售：突破與創新」研討會</u>
13-Dec-16	Conference / Seminar 研討會及講座	<u>HKRMA Quality E-Shop Recognition Scheme: Take Your Business to Next Level</u>	<u>《優質網店認證計劃 - 拓展網上零售業務新領域》 啟動禮暨研討會</u>
09-Dec-16	Conference / Seminar 研討會及講座	<u>2016 S&C Gathering</u>	<u>2016 S&C 吹水會</u>
08-Dec-16	Conference / Seminar 研討會及講座	<u>"Striving Customer Service Excellence through Smart Resource Re-engineering" Sharing Conference</u>	<u>「善用資源 追求卓越服務」 分享會</u>
10-Nov-16	Conference / Seminar 研討會及講座	<u>Seminar on "Driving Retail Sales through Exceptional Customer Experience" (Series 2)</u>	<u>《以顧客服務體驗 激發店舖銷售》系列二講座</u>
03-Nov-16	Conference / Seminar 研討會及講座	<u>2016 Service & Courtesy Award - Winners Announcement Ceremony</u>	<u>2016 傑出服務獎 - 結果發佈會</u>
26-Oct-16	Conference / Seminar 研討會及講座	<u>Seminar (3) on Successful e-Tailing in the MobileAGE : Ideal e-Shopping Experience for Returning & Repeat Customers</u>	<u>『M』世代零售營銷實戰講座系列 (三)：以E-SHOPPING顧客體驗贏取顧客</u>
28-Sep-16	Conference / Seminar 研討會及講座	<u>Seminar (2) on Successful e-Tailing in the MobileAGE : Growing Customer Database for Sales Expansion</u>	<u>『M』世代零售營銷實戰講座系列 (二)：如何擴大顧客數據庫以增加銷售額</u>
20-Sep-16	Conference / Seminar 研討會及講座	<u>The New Era of Mobile Payment Bring Potential Customers to Your Business</u>	<u>「手機支付新世代 接軌潛力消費群」 優先分享會</u>
09-Sep-16	Conference / Seminar 研討會及講座	<u>Seminar on "Retail Innovations for Consumer Engagement and Visit to Internet of Things Excellence Centre</u>	<u>《運用創新科技 掌握新時代消費動態》 講座及參觀香港物聯網科技應用中心</u>
24-Aug-16	Conference / Seminar 研討會及講座	<u>Seminar (1) on Successful e-Tailing in the MobileAGE: Practical e-Sales Generation for Retailers</u>	<u>『M』世代零售營銷實戰講座系列 (一)：提升E-SALES冇難度</u>
22-Jul-16	Conference / Seminar 研討會及講座	<u>Seminar on "Driving Retail Sales through Exceptional Customer Experience"</u>	<u>《以顧客服務體驗 激發店舖銷售》 研討會</u>
17-Jun-16	Conference / Seminar 研討會及講座	<u>2016 Service & Courtesy Award - Orientation</u>	<u>2016 傑出服務獎 - 迎新會</u>
26-May-16	Conference / Seminar 研討會及講座	<u>Customer Management Strategy in MobileAGE</u>	<u>「M」世代客戶管理策略</u>
06-May-16	Conference / Seminar 研討會及講座	<u>Sharing on Building Service Culture in Social Enterprise</u>	<u>「如何為社企建立服務文化」 分享會</u>

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27-Apr-16	Conference / Seminar 研討會及講座	Briefing on "2016 Hong Kong Awards for Industries: Customer Service"	2016「香港工商業獎：顧客服務」簡介會
25-Apr-16	Conference / Seminar 研討會及講座	Seminar on Qualifications Framework (QF) Seminar on Corruption Prevention and Recognition of Prior Learning (RPL) Mechanism in Retail Industry	零售業資歷架構講座 - 如何透過資歷架構提升從業員對反貪法例的認知和管理人員的防貪能力及善用「過往資歷」
20-Apr-16	Conference / Seminar 研討會及講座	Briefing Seminar of "2016 Service & Courtesy Award" & Training Information Sharing	「2016傑出服務獎」簡介會及培訓資訊分享
19-Apr-16	Conference / Seminar 研討會及講座	Seminar on Competition Ordinance	《競爭條例》講座
23-Mar-16	Conference / Seminar 研討會及講座	CEO Series: Breakthrough x Reverse x Leadership Seminar	CEO系列：《突破重圍•逆轉勝•零售領導力》研討會
18-Mar-16	Conference / Seminar 研討會及講座	Sharing Talk on "Retail Service Innovation: How to Breakthrough Services from What Customers Want"	《零售服務創新：如何從客戶需要中突破》分享會
17-Mar-16	Conference / Seminar 研討會及講座	Briefing on "Earn & Learn Pilot Scheme for Retail Industry"	零售業「職」學創前路先導計劃 簡介會
14-Mar-16	Conference / Seminar 研討會及講座	2016 Japan Study Tour	2016 日本考察團
18-Feb-16	Conference / Seminar 研討會及講座	S&C networking	業界交流茶聚
02-Feb-16	Conference / Seminar 研討會及講座	Seminar on "Turning Crisis into Opportunities in Time of Retail Adversity"	《零售逆境・轉危為機》研討會
27-Jan-16	Conference / Seminar 研討會及講座	Seminar on "Beware of Counterfeit Currency" (Only for HKRMA members)	零售業提防偽鈔講座 (只限HKRMA會員參加)
20-Jan-16	Conference / Seminar 研討會及講座	Seminar on Learning More in Developing Retail as a Professional Career	「全方位認識發展零售管理專業」講座
15-Jan-16	Conference / Seminar 研討會及講座	Seminar on "2016 Hong Kong Retail Outlook"	「2016 香港零售市場前景」研討會
11-Dec-15	Conference / Seminar 研討會及講座	Seminar on "Use of Mediation in Resolving Customer Complaints" (For SMEs) (Chinese Only)	《打造優質服務 以調解輕鬆化解客戶投訴》中小企講座
27-Nov-15	Conference / Seminar 研討會及講座	Briefing on Professional Diploma in Retail Management (PDRM) & Retail Operation Management (PDRM)	「零售管理專業文憑」、「零售營運管理專業文憑」課程簡介會
25-Nov-15	Conference / Seminar 研討會及講座	S&C Networking	S&C 吹水會
24-Nov-15	Conference / Seminar 研討會及講座	Seminar (5) on "SMEs, it's time to upgrade: Go Beyond Customer Expectation with Quality Service Experience" (For SMEs)	《零售中小企「升呢」冇難度 – 打造不一樣的顧客體驗旅程》講座(五)
17-Nov-15	Conference / Seminar 研討會及講座	Seminar (4) on "SMEs, it's time to upgrade: Go Beyond Customer Expectation with Quality Service Experience" (For SMEs)	《零售中小企「升呢」冇難度 – 打造不一樣的顧客體驗旅程》講座(四)
12-Nov-15	Conference / Seminar 研討會及講座	Seminar (3) on "SMEs, it's time to upgrade: Go Beyond Customer Expectation with Quality Service Experience3	《零售中小企「升呢」冇難度 – 打造不一樣的顧客體驗旅程》講座(三)
10-Nov-15	Conference / Seminar 研討會及講座	Seminar (2) on "SMEs, it's time to upgrade: Go Beyond Customer Expectation with Quality Service Experience"	《零售中小企「升呢」冇難度 – 打造不一樣的顧客體驗旅程》講座(二)
06-Nov-15	Conference / Seminar 研討會及講座	Seminar on Competition Ordinance	《競爭條例》講座
05-Nov-15	Conference / Seminar 研討會及講座	Seminar (1) on "SMEs, it's time to upgrade: Go Beyond Customer Expectation with Quality Service Experience"	《零售中小企「升呢」冇難度 – 打造不一樣的顧客體驗旅程》講座(一)
28-Oct-15	Conference / Seminar 研討會及講座	2015 Service & Courtesy Award - Winners Announcement Ceremony	2015 傑出服務獎 - 結果發佈會
18-Sep-15	Conference / Seminar 研討會及講座	Seminar on "Boost your Fashion Retailers through Retail Technology"	《使用科技・為時裝零售商增強競爭力》講座

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19-Aug-15	Conference / Seminar 研討會及講座	<u>Briefing Session on Business-School Partnership Programme</u>	<u>「商校合作計劃」簡介會</u>
12-Aug-15	Conference / Seminar 研討會及講座	<u>Seminar on "Customer Experience Management and Service Benchmarking – Exploring Your Magic Service Potential"</u>	<u>《顧客體驗管理及服務衡量基準 – 探討不一樣的客服潛能》講座</u>
17-Jun-15	Conference / Seminar 研討會及講座	<u>2015 Service & Courtesy Award - Orientation</u>	<u>2015 傑出服務獎 - 迎新會</u>
11-Jun-15	Conference / Seminar 研討會及講座	<u>Seminar on Using Smart Inventory Management to Optimize Your Operational Efficiency</u>	<u>如何運用精明庫存管理優化營運效能講座</u>
03-Jun-15	Conference / Seminar 研討會及講座	<u>Seminar on Latest Retail Environment & FMCG Category Trends in HK & Macau</u>	<u>《零售業營商近況 及 港澳快速消費品趨勢》講座</u>
22-May-15	Conference / Seminar 研討會及講座	<u>Seminar on How to Use "Recognition of Prior Learning" Effectively in Staff Recruitment and Manpower Development</u>	<u>如何善用「過往資歷認可機制」助僱主招聘人才及推動人才發展講座</u>
20-May-15	Conference / Seminar 研討會及講座	<u>2015 Retail Conference – Success & Sustainability</u>	<u>2015 零售研討會：卓越零售持續成就</u>
30-Apr-15	Conference / Seminar 研討會及講座	<u>Seminar on improvements of logistics and inventory management efficiency for SMEs in retail industry</u>	<u>講座：零售中小企如何提升物流及庫存管理效能</u>
29-Apr-15	Conference / Seminar 研討會及講座	<u>Briefing on "Earn & Learn Pilot Scheme for Retail Industry"</u>	<u>零售業「職」學創前路先導計劃 簡介會</u>
28-Apr-15	Conference / Seminar 研討會及講座	<u>Briefing on "2015 Hong Kong Awards for Industries: Customer Service"</u>	<u>2015「香港工商業獎：顧客服務」簡介會</u>
24-Apr-15	Conference / Seminar 研討會及講座	<u>2015 Service & Courtesy Award Briefing Session</u>	<u>「2015傑出服務獎」簡介會</u>
31-Mar-15	Conference / Seminar 研討會及講座	<u>Seminar on Online Marketing Strategies for SME Retailers</u>	<u>講座：中小企網上營銷實戰攻略</u>
25-Mar-15	Conference / Seminar 研討會及講座	<u>Seminar on Recognition of Prior Learning (RPL) mechanism</u>	<u>《零售業 - 過往資歷認可機制》簡介講座</u>
20-Mar-15	Conference / Seminar 研討會及講座	<u>Briefing on "Earn & Learn Pilot Scheme for Retail Industry"</u>	<u>零售業「職」學創前路先導計劃簡介會</u>
03-Mar-15	Conference / Seminar 研討會及講座	<u>Seminar on ReTAAS (Chinese version only)</u>	<u>零售人力需求管理與科技應用之新趨勢</u>
12-Feb-15	Conference / Seminar 研討會及講座	<u>Seminar on "Beware of Deception and Counterfeit Currency" (Re-run)</u>	<u>「提防零售業騙案及偽鈔」講座 (加場)</u>
06-Feb-15	Conference / Seminar 研討會及講座	<u>Seminar on "Beware of Deception and Counterfeit Currency"</u>	<u>「提防零售業騙案及偽鈔」免費講座</u>
29-Jan-15	Conference / Seminar 研討會及講座	<u>Seminar on Retail Qualifications Framework - Recognition of Prior Learning</u>	<u>《零售業 - 過往資歷認可機制》簡介講座</u>
23-Jan-15	Conference / Seminar 研討會及講座	<u>Seminar on Food Traceability (Chinese version only)</u>	<u>全球食品追蹤標準應用及實戰講座</u>
20-Jan-15	Conference / Seminar 研討會及講座	<u>How SME Retailers to use Low-cost Technologies to enhance Efficiency and for Resource Saving</u>	<u>中小企如何以低成本科技提高工作效率及節約資源</u>
07-Jan-15	Conference / Seminar 研討會及講座	<u>Seminar on ReTAAS</u>	<u>「零售業科技應用及新機遇」簡介會</u>
03-Dec-14	Conference / Seminar 研討會及講座	<u>New "Hong Kong Value Offer" Mobile App Alipay Service Counter - Trade Briefing</u>	<u>香港旅遊發展局「香港・優惠」流動應用程式支付寶服務窗 - 商戶簡介會</u>
12-Nov-14	Conference / Seminar 研討會及講座	<u>Retail Trend Seminar</u>	<u>《零售業營商近況 及 港澳快速消費品趨勢》講座</u>
21-Aug-14	Conference / Seminar 研討會及講座	<u>Briefing on the Full Implementation of the Plastic Shopping Bag Charging</u>	<u>「全面推行塑膠購物袋收費」簡介會</u>

Event Date	Event Types	Event Name	Event Highlights
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15-Aug-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series – Retail Operations	2013/14 零售服務業保障私隱活動(開幕講座)
14-Aug-14	Conference / Seminar 研討會及講座	Briefing on the Full Implementation of the Plastic Shopping Bag Charging	「全面推行塑膠購物袋收費」簡介會
08-Aug-14	Conference / Seminar 研討會及講座	Briefing on the Full Implementation of the Plastic Shopping Bag Charging	「全面推行塑膠購物袋收費」簡介會
31-Jul-14	Conference / Seminar 研討會及講座	Seminar on Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation (Chinese version only)	《消除性傾向歧視僱傭實務守則》講座
23-Jun-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series – Retail Operations	2013/14 零售服務業保障私隱活動培訓系列 - 零售業保障私隱面面觀
12-Jun-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series - Seminar on "How to Prepare Personal Information Collection Statement	2013/14零售服務業保障私隱活動培訓系列－如何擬備「收集個人資料聲明」及「私隱政策聲明」講座
29-May-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series – Retail Operations (Chinese Only)	2013/14零售服務業保障私隱活動培訓系列 - 零售業保障私隱面面觀
21-May-14	Conference / Seminar 研討會及講座	Briefing session on "Earn & Learn Pilot Scheme for Retail Industry"	零售業「職」學創前路先導計劃 簡介會
13-May-14	Conference / Seminar 研討會及講座	Briefing session on "Earn & Learn Pilot Scheme for Retail Industry"	零售業「職」學創前路先導計劃 簡介會
28-Apr-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series – Retail Operations	2013/14 零售服務業保障私隱活動培訓系列 - 零售業保障私隱面面觀
17-Apr-14	Conference / Seminar 研討會及講座	2014 Service & Courtesy Award - Service Forum for Retailers	2014傑出服務獎 - 零售服務研討會
03-Apr-14	Conference / Seminar 研討會及講座	Briefing on "2014 Hong Kong Awards for Industries: Customer Service"	「2014香港工商業獎-顧客服務」簡介會
24-Mar-14	Conference / Seminar 研討會及講座	Information Seminar of MSc in Marketing and Consumer Psychology by Shue Yan University(Chinese Only)	香港樹仁大學 市場學及消費者心理學碩士課程簡介
21-Mar-14	Conference / Seminar 研討會及講座	(Mar - June 2014) 2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series – Corporate Class (Chinese Only)	(2014年3月至6月) 2013/14零售服務業保障私隱活動培訓系列 - 個人資料(私隱)條例簡介講座(團體班)
21-Mar-14	Conference / Seminar 研討會及講座	Smart Retailing Seminar	智慧零售研討會
03-Mar-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series – Corporate Class March to June 2014 (Chinese Only)	2013/14零售服務業保障私隱活動培訓系列 - 個人資料(私隱)條例簡介講座 3月至6月(團體班)
26-Feb-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series -Retail Operations (Chinese Only)	2013/14零售服務業保障私隱活動培訓系列 - 零售業保障私隱面面觀
19-Feb-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series - ICT(Chinese Only)	2013/14零售服務業保障私隱活動培訓系列 -善用資訊及通訊科技
28-Jan-14	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series - Seminar on "How to Prepare Personal Information Collection Statement	2013/14零售服務業保障私隱活動培訓系列－如何擬備「收集個人資料聲明」及「私隱政策聲明」講座
15-Jan-14	Conference / Seminar 研討會及講座	Seminar on Banknote Security Features for Retail Industry	「零售業提防偽鈔」講座
17-Dec-13	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series - Seminar on Personal Data (Privacy) Ordinance (Chinese Only)	2013/14零售服務業保障私隱活動培訓系列－《個人資料(私隱)條例》簡介講座
03-Oct-13	Conference / Seminar 研討會及講座	2013/14 "Driving Retail Excellence through Privacy Assurance" Training Series - Seminar on Direct Marketing (Chinese Only)	2013/14零售服務業保障私隱活動培訓系列－「直接促銷新規管」簡介講座
05-Sep-13	Conference / Seminar 研討會及講座	Seminar on "The New Academic Structure & HKDSE - A New Basis for Recruiting the Right Person for the Right Job" (Chinese Only)	「了解『新學制』,迎接『新』力軍」簡介會(只提供中文版本)
05-Sep-13	Conference / Seminar 研討會及講座	Seminar on "Shop Security & Counterfeit Banknotes Prevention" (Chinese Only)	「零售業保安及提防偽鈔」講座

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26-Jul-13	Conference / Seminar 研討會及講座	<u>Seminar on "Practical Tips of Enforcement Guideline of Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012" (Chinese only)</u>	<u>《2012年商品說明（不良營商手法）（修訂）條例》實務講座</u>
23-Jul-13	Conference / Seminar 研討會及講座	<u>Seminar on Service Experience (Chinese Only)</u>	<u>「神秘顧客計劃」系列《服務體驗與競爭力》</u>
09-Jul-13	Conference / Seminar 研討會及講座	<u>Professional Diploma in Retail Management MOU Signing Ceremony cum Career Talk</u>	<u>零售管理專業文憑合作備忘錄簽約儀式 暨 就業講座 (只有英文版本)</u>
25-Jun-13	Conference / Seminar 研討會及講座	<u>Seminar on Driving Retail Excellence, Protecting Personal Data (Chinese Only)</u>	<u>「卓越零售 保障私隱」講座</u>
17-Jun-13	Conference / Seminar 研討會及講座	<u>Seminar on Enforcement Guidelines of Trade Descriptions (Unfair Trade Practices)(Amendment) Ordinance 2012</u>	<u>2012年商品說明（不良營商手法）（修訂）條例》執法指引講座</u>
24-Apr-13	Conference / Seminar 研討會及講座	<u>2013 Service & Courtesy Award & Service Forum & Call for Nomination (Chinese Only)</u>	<u>「2013年傑出服務獎——零售服務」研討會（只提供中文版本）</u>
06-Mar-13	Conference / Seminar 研討會及講座	<u>Seminar on Service Experience (Chinese Only)</u>	<u>剖析優質服務體驗:「神秘顧客計劃」分享會</u>
01-Mar-13	Conference / Seminar 研討會及講座	<u>Seminar on Personal Data (Privacy) (Amendment) Ordinance</u>	<u>《個人資料(私隱)(修訂)條例》簡介</u>
01-Mar-13	Conference / Seminar 研討會及講座	<u>IAM HR NETWORKING PLATFORM</u>	<u>個人聯席會員</u>
23-Jan-13	Conference / Seminar 研討會及講座	<u>Seminar on Understanding the Anti-discrimination Ordinances – Quality Service and Staff Management</u>	<u>「認識反歧視條例 - 優質服務與人事管理」講座</u>
27-Sep-12	Conference / Seminar 研討會及講座	<u>Seminar on Effective Mediation in Employment and Labour Disputes</u>	<u>有效人事糾紛及調解技巧(只提供英文版本)</u>
13-Sep-12	Conference / Seminar 研討會及講座	<u>Seminar on MSP Service Trend (Chinese only)</u>	<u>剖析服務趨勢:「神秘顧客計劃」分享會</u>
21-Aug-12	Conference / Seminar 研討會及講座	<u>Visit to ICAC cum Networking Seminar</u>	<u>參觀香港廉政公署暨交流會(只提供英文版本)</u>
23-May-12	Conference / Seminar 研討會及講座	<u>Seminar on Shop Security & Counterfeit Banknotes Prevention (Chinese only)</u>	<u>「零售業保安及提防偽鈔」研討會</u>
25-Apr-12	Conference / Seminar 研討會及講座	<u>2012 Service & Courtesy Award: Service Forum & Call for Nomination (Chinese Only)</u>	<u>2012傑出服務獎 - 零售服務研討會</u>
11-Apr-12	Conference / Seminar 研討會及講座	<u>Seminar on Trade Descriptions (Unfair Trade Practices) (Amendment) Bill 2012 (Chinese only)</u>	<u>「2012年商品說明 (不良營商手法)(修訂) 條例草案」 專題講座</u>
22-Feb-12	Conference / Seminar 研討會及講座	<u>Seminar on New Academic Structure and HKDSE (Chinese only)</u>	<u>「新學制 – 配合廿一世紀的人力需求, 助僱主招聘合適的人才」簡介會</u>