

**Service Pledge**  
服務承諾

We Care About  
**Our Customers**  
以客為本  
以誠服務

為您創商機 Your business · Our mission |



# HKTDC Service Pledge

## 香港貿發局服務承諾

The Hong Kong Trade Development Council (HKTDC) creates opportunities in international trade for Hong Kong companies, especially small and medium-sized enterprises (SMEs), while promoting a positive image of Hong Kong.

We have been helping Hong Kong's SMEs succeed since 1966. We enhance the ability of SMEs to expand their international business, providing marketing opportunities, business-matching services, market intelligence, seminars, workshops and other assistance.

In striving for the highest standards of service and conduct in every project in which we are engaged, we bring benefit to the Hong Kong community.

香港貿發局致力為本港中小企業創造國際貿易良機，同時對外推廣香港作為商貿平台的形象和優勢。

自1966年成立以來，香港貿發局一直為中小企業服務，共同成長。我們為中小企業提供市場推廣機會、商貿配對服務、市場資訊、研討會及工作坊等，增強港商拓展國際業務的能力。

我們對旗下每個項目均精益求精，務求達至最高服務水平，為香港業界帶來裨益。

Service Aspects 服務範圍	Service Standards 服務標準	Targets 目標
<b>RESPONSIVENESS 迅速回應</b>		
Telephone enquiries at HKTDC Customer Service Line 1830668 香港貿發局客戶服務專線1830668查詢	<ul style="list-style-type: none"> <li>• Answer within 4 rings 在4下鈴聲內接聽電話</li> </ul>	93%
Written enquiries 書面查詢	<ul style="list-style-type: none"> <li>• Acknowledge within 3 working days 在3個工作天內確認收到有關查詢</li> </ul>	95%
Applications for participation in HKTDC activity / service 申請參加香港貿發局活動	<ul style="list-style-type: none"> <li>• Acknowledge within 3 working days 在3個工作天內確認收到有關申請</li> </ul>	95%
<b>ACCESSIBILITY 提供協助</b>		
In-person enquiries at HKTDC offices and the HKTDC SME Centre 親臨香港貿發局辦事處及香港貿發局中 小企服務中心查詢	<ul style="list-style-type: none"> <li>• Attend to customers within 5 minutes 在5分鐘內接待客戶</li> </ul>	97%
On-site assistance at HKTDC activities 在香港貿發局活動現場要求協助	<ul style="list-style-type: none"> <li>• Prompt attention within 15 minutes 在15分鐘內到達現場</li> </ul>	95%
Availability of hktdc.com 瀏覽貿發網 hktdc.com	<ul style="list-style-type: none"> <li>• 99% uptime 99% 時間如常運作</li> </ul>	99.9%
<b>HANDLING COMMENTS 處理意見</b>		
Written comments 書面意見	<ul style="list-style-type: none"> <li>• Acknowledge within 3 working days 在3個工作天內確認收到有關意見</li> <li>• Resolution, or a statement of when the matter will be resolved, within 2 weeks 在兩周內提出解決方案或答覆有關事宜將 於何時解決</li> </ul>	95%