

IFMA's Industrial Spotlight: Enhance Tenant Satisfaction through Creating Exceptional Environment in Your Premises (Thursday, October 9, 2014, 19:00 - 20:00)

CPD: 1 hour *The CPD certificate shall be sent to your registered EMAIL ADDRESS on or before November 6, 2014. No printed copy will be distributed during the event.

Language: English

Payment Methods:

1. Please issue cheque payable to "International Facility Management Association Hong Kong Chapter" and mail the cheque to P.O. Box. No. 65115, Tseung Kwan O Post Office.
2. Deposit the fee to Hang Seng Bank (A/C No: **222 - 005340 - 001**) and sent the bank-in slip to registration@ifma.org.hk or fax to (852) 2512 0555.
3. **PayPal CREDITCARD**
Paypal invoice will be sent to your registered EMAIL.

Notes:

1. If typhoon signal no. 8 or above or the black rainstorm warning signal will be hoisted 4 hours before the event starts, the event would be cancelled or postponed. Participants will be informed of the cancellation or the re-scheduled date of event in due course. The IFMA Hong Kong Chapter reserves its right to cancel or to change the speakers without prior notice.
2. Cancellations must be made at least 3 business days prior to the event. Otherwise, full price (HK\$100) will be charged for your late cancellation. If you are not able to attend, we welcome a delegate to attend on your behalf. Refunds will not be given for no-shows after the event.
3. The organizing parties accept no liability for any eventuality that may occur to affect travel itineraries before, after or during the event, or for any incident or accident, should any occur.

Programme Highlight:

Why do some of your tenants always requiring high standard of cleanliness? Or even always making complaints? And why are some of your tenants satisfied with the cleanliness? Based on experiences, people established their beliefs. And they act according to those beliefs. In terms of clean and hygiene perspectives, what do they belief? How do these beliefs lead to their behaviors? And what can you do in order to make your tenants satisfied? In this session, we will show you how we can help you to create exceptional environment which enhance tenant satisfaction.

Speaker:

Ms Twiggy Chan

Marketing Manager—Health and Wellness, Kimberly-Clark Professional

Twiggy Chan is an experienced marketer and has been with Kimberly-Clark Professional over 15 years. As Marketing Manager – Health and Wellness, Twiggy is responsible for formulating strategy and developing health and wellness solutions based on customer insights, in order to help customers build Exceptional Workplaces which are healthier, safer and more productive.

Venue: HKU SPACE, Admiralty Centre, 18 Harcourt Road

Admission Fee:

- ◆ IFMA HK Chapter Members/ Co-organizer: **FREE Admission**
- ◆ IFMA Base Members/Supporting organizations/Sponsors: HK\$50
- ◆ Non-members: HK\$100

Registration & Enquiry:

Please complete [online registration form](#). No registration form will be processed without payment. For enquiry, please call (852) 2512 0111 or e-mail registration@ifma.org.hk

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