



Customer Service Centre Industry Greater Bay Area Study Tour

In order to promote in-depth communication between the industry and the Greater Bay Area and to drive the sustained and high-quality development of the industry, the Hong Kong Customer Contact Association (HKCCA) has partnered with the Guangzhou Service Trade and Outsourcing Industry Association and the Foshan Service Trade and Outsourcing Industry Association to organize an industry study tour.

Through on-site visits and interactive exchanges with outstanding companies in Guangzhou and Foshan, the study tour focuses on customer service development, transcending regional and industry boundaries, stepping out of existing frameworks, comprehensively understanding the trends in the development of the Greater Bay Area's digital customer service, artificial intelligence, innovative research, and engaging in exchanges and interactions with industry experts, fostering a cooperative atmosphere of healthy competition and common development. At the end of the itinerary, participants will also have the opportunity to experience the local culture in Foshan.

Date: 21-22 May 2024

Itinerary: Date and Activities Basic Information

21st May: Morning: Departure to Guangzhou (by high-speed train)

Visit 1: Tianhe Central Business District Digital Exhibition Hall

Lunch

Afternoon:

Visit 2: Guangzhou 12345 Government Service Hotline

Visit 3: Vipshop Global Headquarters

Travel to Foshan and check-in at Foshan Intercontinental Hotel

Dinner: Self-arranged

22nd May

Morning (Breakfast at the Hotel)

Visit 1: China Guangfa Bank Foshan Branch

Visit 2: China Unicom Group Guangdong Unicom Customer Service Center

Lunch

Afternoon:

Visit 3: Guangdong Taiying Technology Co., Ltd.

Visit 4: Visit Ancestral Temple, Yip Man Memorial Hall - Hung Sing Choy Lee Fut Memorial Hall, Lingnan Tiandi



Travel to Guangzhou South Station (by high-speed train) and return to Hong Kong

Event Cost:

HKD 2,680 per person, including the following expenses:

- Study tour fees
- Hotel accommodation on 21 May (single room) and breakfast on 22 May
- Business lunches on 21 and 22 May
- Round-trip high-speed train from Hong Kong to Guangzhou
- Local transportation in Guangzhou and Foshan
- Group insurance for the study tour

Registration Deadline: 15 May 2024

Number of Participants: The study tour requires a minimum of 15 people and a maximum of 30 people.

Activity Registration:

Company Name: _____ Contact Person: _____

Contact Email: _____ Contact Phone: _____

Participant Information for Study Tour:

Name: _____ Email: _____ Mobile Number: _____

Home Return Permit Number: _____ Validity: _____ (for purchasing high-speed rail tickets)

Hong Kong Identity Card Number: _____ (for purchasing group insurance)