

Prof. Eddie Hui Winning the Award 'Highly Commended Paper'

The screenshot shows the Emerald Insight website interface. At the top, there are navigation links for 'Login', 'Register', 'Text View', 'Mobile View', 'Help', and 'Admin'. The Emerald Insight logo is on the left, and the text 'Brought to you by: HONG KONG POLYTECHNIC UNIVERSITY' is in the center, with 'Logout | Account info' below it. On the right, there is a logo for 'Lib 包玉珊圖書館 The University Learning Hub'. Below the header is a dark green navigation bar with links for 'Home', 'Journals & Books', 'Case Studies', and 'Marked lists'. To the right of this bar is a 'Resource areas' dropdown menu set to 'Emerald Resources:'. Below the navigation bar is a search bar with a magnifying glass icon, a dropdown menu set to 'in: All content', a 'Search' button, and a link to 'Advanced Search'. The breadcrumb trail reads 'Home > Facilities > Volume 31 issue 5/6 > Facilities management service and customer satisfaction...'. The main content area features a 'Facilities' journal cover with the ISSN 0263-2772. Below the cover, it states 'Online from: 1983', 'Subject Area: Built Environment', and 'Content: Latest Issue | RSS Latest Issue RSS | Previous Issues'. There are also 'Options' for adding favorites and alerts. To the right of the journal information is a search box for the title and a 'Go' button. Below the journal information are 'Table of Contents' and 'Next Article' buttons. The article title is 'Facilities management service and customer satisfaction in shopping mall sector'. Below the title, it says 'Downloads: The fulltext of this document has been downloaded 884 times since 2013'. The DOI is '10.1108/02632771311307070'. The article citation is 'Eddie C.M. Hui, Pei-hua Zhang, Xian Zheng, (2013) "Facilities management service and customer satisfaction in shopping mall sector", Facilities, Vol. 31 Iss: 5/6, pp.194 - 207'. At the bottom left, under 'The Authors', it lists 'Eddie C.M. Hui, Department of Building and Real Estate, The Hong Kong Polytechnic University, Hong Kong, China'. At the bottom right, under 'Options', there is a button for 'Abstract'.

Bravo! Professor Eddie Hui's paper 'Facilities Management Service and Customer Satisfaction in Shopping Mall Sector' is voted 'Highly Commended Paper' by the prestige international publisher Emerald. His study reveals what factors matter to customers in the shopping mall sector. The findings stand facility management companies in good stead when it comes to enhancing customer satisfaction in the fierce competition. Congratulations to Prof. Hui!

More : <http://www.emeraldinsight.com/journals.htm?articleid=17084619>