



DUSSMANN SERVICE HONG KONG LTD

Integrated Facility: Rising Above the Challenge

Quality personnel training and hi-tech solutions enable market leader to focus on new growth, says ADDIS WONG of DUSSMANN SERVICE HONG KONG LTD.

Dussmann entered the crowded Hong Kong market on the wave of “privatization of public service sector era, and security was playing the leading role penetrated various business segments and sectors since 1996”

“Later on, the company expanded its capabilities in providing cleaning, catering and technical services to different corporations and institutions such as the airport, railway, education, commercial and residential, embassy, hotel and etc. The company extended its footprint to China since 1998,” says Addis Wong, the firm’s managing director.

“We have always been quality-driven in a competitive business environment, engaging advanced technology and dedicated people. As a proactive company, we take the initiative to prepare solutions to foreseeable situations,” he adds.

Positioned to Serve

Dussmann, an international private firm established in 1963, headquartered in Berlin, Germany, operating in 16 countries around Europe and Asia operates to international standards. “We have lots of resources and skill sets within its local operations that we can share with our colleagues across the globe. We are a fully ISO accredited organization, together with our extensive experience local and worldwide, we are best positioned to provide integrated services to meet customers’ dynamic and diverse needs,” Wong says.

“Manpower shortage is the main obstacle since the enactment of minimum wage, we multi-trained our people, gave them the best tools and simplified their working procedures.”



Addis Wong (right): “The market’s sophistication is growing thanks to the Internet and customers today know what their choices are and what quality and after-sales service they can expect.”

Honest First

Focused on developing healthcare market, Wong says the company prefers to concentrate on adding value to its customers rather than expansion to show growth. He says: “in service industry, we need to view ourselves from a customer’s standpoint, get to know what they expect of us, be honest with ourselves about our ability to satisfy or exceed our customer’s expectations. Bearing in mind our capacity overpromising is the biggest risk we must learn to avoid.”

According to Wong, a competitive industry needs competent, skilled people to power its growth. “In serving our customers we bring to bear the knowledge, experience, international outlook and a high level of customer care. The market’s sophistication is growing thanks to the Internet and customers today know what their choices are and what quality and after-sales service they can expect.

So as a competitive company we have to always be a few steps ahead of the competition.” ■



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