

# CFSC 服務成效 in Numbers

98

個服務單位和計劃，  
涵蓋全港多個服務範疇

service units and projects,  
providing multi-service  
throughout the territory

全年受惠總人次超過  
Total number of beneficiaries over

1,150,000

people during the year



1

2

6

9

名員工  
全力提供優質服務  
employees providing  
quality services



\*根據本機構2017-2018年度顧客服務關鍵績效指標調查結果；「感到滿意」包括大部分/完全滿意。

\*Based on the result of 2017-2018 Customer Service KPI survey; 'Satisfaction' included mostly satisfied/ fully satisfied.



# 96.4%

顧客對服務單位  
表現感到滿意\*

satisfactory rate of service units  
performance\*



榮獲外界  
獎項及嘉許



29 個  
awards /  
recognitions  
received  
during the year



Liaising with various stakeholders to  
organise volunteering services benefiting

連繫各界，  
組織義工  
服務，讓

# 112,811

people  
人次受惠

