

Our Ref.: L24/LYG/008/TEST A

Date : 12 December 2024

ABC Company  
Shop 48A, 1/F,  
333 Castle Peak Road, Tsuen Wan  
N.T.  
Attn.: Mr Chris Cheung  
CEO

Dear Mr Cheung,

**Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)**  
**Mystery Shopper Survey Results November - December 2023**  
**Shop No. 1 LALALASHop of Luk Yeung Galleria**

We refer to the TSAR-QSS Mystery Shopper Survey Results of November - December 2023.

It has come to our attention that the customer service performance of the captioned shop in November - December 2023 was below satisfactory. **The bi-monthly score has fallen into bottom 10 among retail shop tenants in MTR Malls.**

The details of the survey score of the month is attached for your perusal. A summary showing the overall customer service performance of shops in the aforementioned shopping centre is also included for your further reference.

While this may not fully represent your long-term performance, unsatisfactory customer service may affect your shop's reputation and image which in turn, cause adverse impact on your business. Your active participation and cooperation on improvement measures would definitely enhance the overall environment of the shopping centre and ultimately create greater success for both of us. Our management office would contact you shortly to discuss your survey results and improvement measures.

Should you have any enquiries, please do not hesitate to contact our TSAR-QSS hotline at 2990-9817 or TSAR-QSS@tiptop.com.hk, or our Management Office Mr.Clive Chan at 2411 6898.

Thank you for your support towards the TSAR-QSS and we look forward to achieving true quality service together with you.

Yours sincerely,  
For MTR Corporation Limited



Chris Chen  
Shopping Centre Manager  
Licensed PMP (333456)  
C.C.

Licensed PMC (C-114608)

Luk Yeung Galleria Management Office  
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