

Our Ref.: L0101/24/PM/TSAR

Date : 26 April 2024

DEF Ltd  
Shop 13, Zone A  
Paradise Mall  
Chai Wan, HK  
Attn.: Mr Man Lo  
Store Manager

Dear Mr. Lo,

**Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)**  
**Mystery Shopper Survey Results Jan - Feb 2024**  
**Shop No. 13 Shop IJK of Paradise Mall**

We are pleased to inform you that your captioned shop is one of our **outstanding performers** for the TSAR-QSS Mystery Shopper Survey in **Jan - Feb 2024**. We would like to congratulate you and your team on this exceptional achievement and your commitment in delivering truly quality customer service has surely served as a good example for others.

To strive for continuous improvement and recognise quality achievements, yearly top performers will be accredited with relevant awards. Details of the bi-monthly survey score of the month is attached for your perusal. A summary showing the overall customer services performance of shops of the aforementioned shopping centre is also attached for your further reference.

Should you have any enquiries, please do not hesitate to contact our TSAR-QSS hotline at 2595 1010 or PMDHFCM@mtr.com.hk.

Thank you again 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



Chan Tai Man  
SCM  
Licensed PMP (P1-123457)  
CTMAW