

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 are pleased to inform you that your captioned shop was the **top performer** at Luk Yeung Galleria for the TSAR-QSS Mystery Shopper Survey in **November - December 2023**.

Details of the bi-monthly survey score is attached for your perusal. A summary showing the overall customer service performance of shops of the aforementioned shopping centre is also attached for your further reference.

As an accreditation for your outstanding performance in quality customer service, a poster and a TSAR-QSS standee will be displayed at the shopping centre and your designated outlet respectively for one month. Our Management Office will contact you shortly regarding the logistic arrangement.

Should you have any queries, please do not hesitate to contact our TSAR-QSS hotline at 24116898 or pmdltg@mtr.com.hk.

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

Yours sincerely,  
For MTR Corporation Limited



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