

Our Ref.: L/ELE/999/24

Date : 6 May 2024

ABC Limited  
2/F ELEMENTS  
1 Austin Road West  
TST

**Attn.: Ms. Connie Kwong**  
**Shop Manager**

Dear Ms. Kwong,

**Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)**  
**Mystery Shopper Survey Results Mar - Apr 2024**  
**Shop No. 2069 BBC Café of Elements**

We are pleased to inform you that your captioned shop is one of our **outstanding performers** for the TSAR-QSS Mystery Shopper Survey in **Mar - Apr 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 2449 9013 or 123@test.com.

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 and on behalf of MTR Corporation Limited



Leung Kwok Kin, Kyle  
Shopping Centre Manager  
Licensed PMP (P1-338460)