



Our Ref.: C0001

Date : 12/22/2023

test1-地址

test2-地址

test3-地址

Attn.: COCO-name

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Dear S-COCO,

Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)

Mystery Shopper Survey Results 12/22/2023

1. COCO-Shop of Telford Plaza

We are pleased to inform you that your captioned shop is one of our **outstanding performers** for the TSAR-QSS Mystery Shopper Survey in **test-Surved** . 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.

