

Our Ref.: 3

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Date : 4

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Dear 11,

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

Mystery Shopper Survey Results 16

A 13 of 14

We are pleased to inform you that your captioned shop is one of our **outstanding performers** and **the top performer at «14»** for the TSAR-QSS Mystery Shopper Survey in **16**. We would like to congratulate you and your team on these exceptional achievements and your commitment in delivering truly quality customer service has surely served as a good example for others.

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 enquiries, please do not hesitate to contact our TSAR-QSS hotline at 17 or 18.

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 15



陳大文

經理

Licensed PMP (WYGL)

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