

Our Ref.: 3

Date : 4

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Attn.: 9

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Dear 11,

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

Mystery Shopper Survey Results 16

Shop No. A 13 of 14

We are pleased to share with you the bi-monthly survey results of your shop in 16. The details of your survey score, together with an executive summary of the overall performance of the shopping centre are attached herewith for your information.

Should you have any enquiries, please do not hesitate to contact our TSAR-QSS hotline at 17 or 18, or our Management Office 19 at 20.

Thank you 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)

CDW

Licensed PMC (C-114608)

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Ocean Walk, 168-235 Wu Chui Road, Tuen Mun, New Territories.
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