

Our Ref.: L0018/23/STMSC/00001

Date : 30 September 2023

IQ Monkey Education Limited
Shop 48A, 1/F, Ocean Walk,
168-236 Wu Chui Road
Tuen Mun. N.T.
Attn.:Mr.John Smith
Center Manager

Dear Mr.Smith,

Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)
Mystery Shopper Survey Results Jul - Aug 2023
Shop No. A Monkey Tree English Learning Centre of Ocean Walk

We refer to the TSAR-QSS Mystery Shopper Survey Results of Jul - Aug 2023.

It has come to our attention that the customer service performance of the captioned shop in Jul - Aug 2023 was below satisfactory. The bi-monthly score has fallen into bottom 10 among F&B shop tenants in MTR Malls.

The details of the survey score of the month is attached for your perusal. A summary showing the overall customer service performance of shops in the aforementioned shopping centre is also included for your further reference.

While this may not fully represent your long-term performance, unsatisfactory customer service may affect your shop's reputation and image which in turn, cause adverse impact on your business. Your active participation and cooperation on improvement measures would definitely enhance the overall environment of the shopping centre and ultimately create greater success for both of us. Our management office would contact you shortly to discuss your survey results and improvement measures.

Should you have any enquiries, please do not hesitate to contact our TSAR-QSS hotline at 88888888 or 123@test.com, or our Management Office Ms. Chen DaiWan at 88888888.

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

Yours sincerely,

For MTR Corporation Limited



陳大文

經理

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