

Our Ref.: 3

Date : 4

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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 refer to the TSAR-QSS Mystery Shopper Survey Results of 16 .

It has come to our attention that the customer service performance of the captioned shop in 16 was below satisfactory. The bi-monthly score has fallen into bottom 10 among retail 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 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

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