

Our Ref.: L0018/23/STMSC/00001

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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

A. Monkey Tree English Learning Centre of Ocean Walk

We are pleased to inform you that your captioned shop is one of our **outstanding performers** and **the top performer at «Ocean Walk»** for the TSAR-QSS Mystery Shopper Survey in **Jul - Aug 2023**. 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 8888888 or 123@test.com.

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 MTR Corporation Limited



陳大文

經理

Licensed PMP (WYGL)

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