

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 are pleased to share with you the bi-monthly survey results of your shop in Jul - Aug 2023. 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 8888888 or 123@test.com, or our Management Office Ms. Chen DaiWan at 99999999.

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

Licensed PMP (WYGL)

CDW

Licensed PMC (C-114608)

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