

Our Ref.: L0335/23/OW/TSAR

Date : 19 December 2023

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

Dear Mr. Chan,

**Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)**  
**Mystery Shopper Survey Results Jul - Aug 2023**  
**Shop No. 3/F Monkey Tree English Learning Centre of Ocean Walk**

We are pleased to inform you that your captioned shop was the **top performer** at Ocean Walk for the TSAR-QSS Mystery Shopper Survey in **Jul - Aug 2023**.

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 queries, please do not hesitate to contact our TSAR-QSS hotline at 2449 9013 or 123@test.com.

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

Yours sincerely,  
For MTR Corporation Limited



Catherine Wu  
Shopping Centre Manager  
Licensed PMP (P1228025)  
C.W.