

Flat B, 9/F
Pp Street
Tuen Mun
Attn.: John

Dear Fo,

Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)

Mystery Shopper Survey Results 29/12/2023

1 COCO of Paradise Mall

We are pleased to share with you the bi-monthly survey results of your shop in 2023-12-11 00:00:00. 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 12345678 or abc@abc.com, or our Management Office AAA at 54621234.

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

Yours sincerely,

For ABC Ltd



Chan Tai Man

SCM

CTM