

Our Ref.: L0001/P39A/TP/TSAR

Date : 24 April 2024

Beans (TF) Limited
Unit 108, 1/F,
Well Fung Industrial Centre
68 Ta Chuen Ping Street, Kwai Chung, New Territories
Attn.: Ms. Tsoi
Store Manager

Dear Ms. Tsoi,

Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)
Mystery Shopper Survey Results Jul - Aug 2023
Shop No. P39A Beans of Telford Plaza

We are pleased to inform you that your captioned shop is one of our **outstanding performers** for the TSAR-QSS Mystery Shopper Survey in **Jul - Aug 2023**. We would like to congratulate you and your team on this exceptional achievement and your commitment in delivering truly quality customer service has surely served as a good example for others.

To strive for continuous improvement and recognise quality achievements, yearly top performers will be accredited with relevant awards. Details of the bi-monthly survey score of the month is attached for your perusal. A summary showing the overall customer services performance of shops of the aforementioned shopping centre is also attached for your further reference.

Should you have any enquiries, please do not hesitate to contact our TSAR-QSS hotline at 24499013 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



Chan Hei Tung
Shopping Centre Manager
Licensed PMP (P1-778672)
HC