

MTR Corporation Limited
香港鐵路有限公司
www.intr.com.hk



Our Ref. COS/C3.2/2021/815

28 June 2021

By Fax & Post
(Fax: 2370 0271)

City Professional Management Limited
10/F, No.19 Po Lun Street,
Lai Chi Kok, Kowloon,
Hong Kong

Wallace Tsoi
CITY PROFESSIONAL
30 JUN 2021
RECEIVED

Attn: Mr. Wallace Tsoi

cc Raymond Choi
Eric Au-yang

Dear Mr. Tsoi,

Appreciation in Clubhouse Management

Regarding the incident occurred at Gymnasium 1 on 17 June 2021, we would like to express our heartfelt thanks to the performance of our Senior Clubhouse Officer -- Ms. Mak Oi Ting and Assistance Clubhouse Officer, Mr. Chan Samson. The staff showed their initiative and attentive attitudes as well as professional skills in handling uncooperative and emotional customer.

To provide professional management service and quality customer service to our residents is always our goal. The performance of the staff indeed had a positive impact on the service level for others to try to emulate. Again, we do value and hope that your team can continue in setting high and professional service standards; and to be well prepared and handle any kind of incidents that may occur in the near future.

Should you have any enquiries about the captioned matter, please feel free to contact our Senior Property Officer, Mr. Simon Chow or Assistant Property Manager, Ms. Connie Lam at 2179 6688 during office hours.

Yours sincerely,


Vicky Cheng
Property Manager
Coastal Skyline


OOL/kay

