

members@tastegourmet.com.hk

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寄件者: Yvonne <bimbodot369@yahoo.com.hk>  
寄件日期: 2024年6月1日星期六 8:47  
收件者: members@tastegourmet.com.hk  
主旨: 回覆 : RE: e-comment

Dear Sir,

Please process with the receipt no. KSTW24024754 and my TGG member ID  
attached, thank you.

Regards,

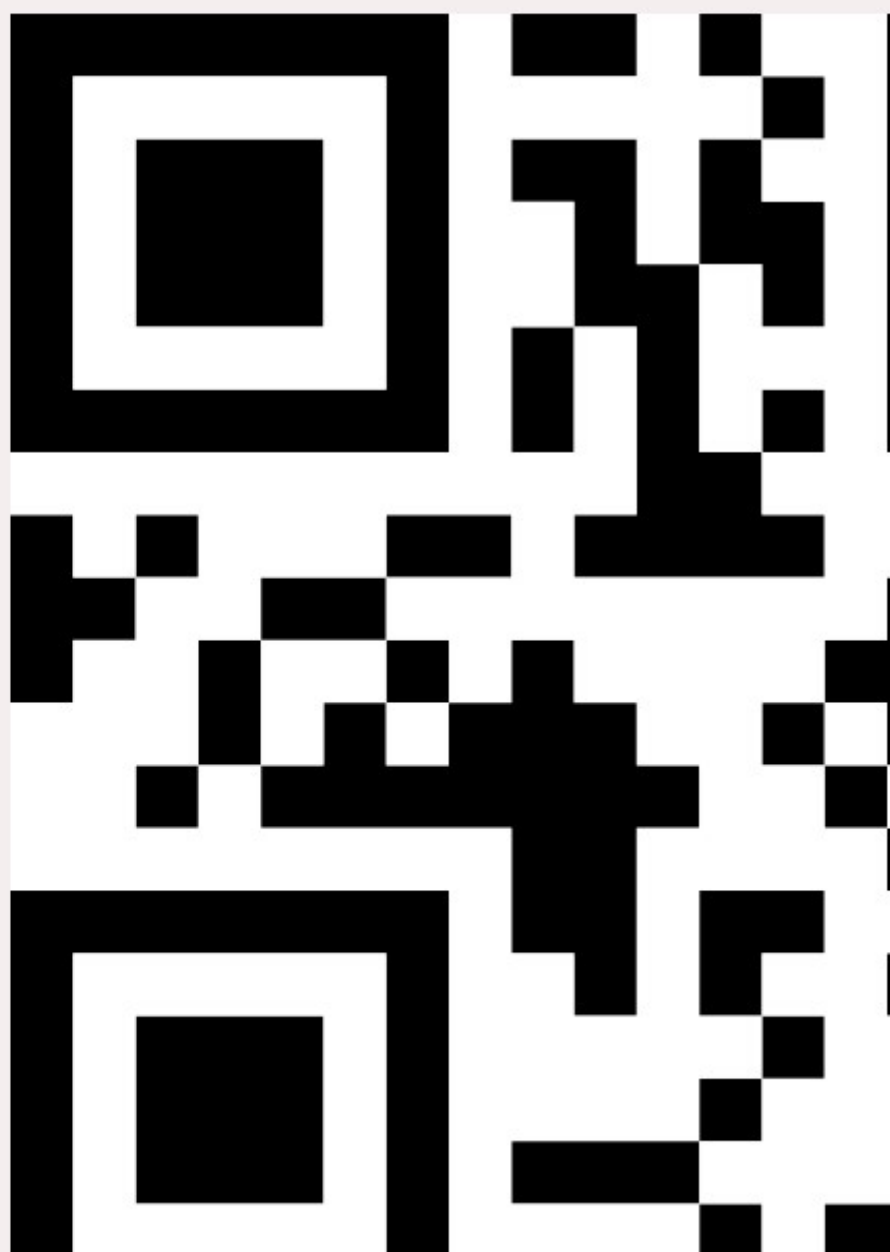
Ms. NGAN



7:26



# 我的ID



[從 iPhone 版的 Yahoo Mail 傳送](#)

星期五, 5月 31, 2024, 5:01 下午 於 [members@tastegourmet.com.hk](mailto:members@tastegourmet.com.hk) 寫道 :

Dear Ms Ngan,

We have received your e-comment below:

“At the moment of check out, I was told that due to network failure, the points could not be inputted into my account.

I wonder if your network failure is not my fault. I asked if I could keep the invoice and the staff could input the points later.

The reception or cashier said that they could do nothing with it.

Would there be any plan for your company to solve this problem from happening again?

Regards,

Ms. NGAN”

After our investigation, our frontlines handled the case improperly. We have contingency guideline to deal with network failure cases.

Staff could report to headquarter to follow up and could give points back manually if it is due to system failure.

Please let us follow up your case here. With the receipt number you provide “KSTE24024754”, no record was found in our system.

It seems there is a typo in which the number should be “KSTW24024754”. We check out the transaction and found as below: Could you please confirm if the above is your transaction?

If yes, would you provide your TGG member ID or registered number for our follow up?

Thanks.

Best regards,

Taste Gourmet Group membership programme