

表扬信

售后服务部

2022 年第 1 期 (总 1 期)

重庆永贵交通设备有限公司：

贵司售后员工刘座在为保障厦门地铁三号线顺利开通运营工作以来，能够做到任劳任怨、加班加点、不辞辛劳，克服一切困难完成作业；在保障工作期间，能够服从安排，做到 24 小时待命，对所反馈故障做到及时有效处理，赢得了用户好评，使现场工作能够达到用户满意的要求，由此体现贵司“服务及时、顾客满意”企业质量方针，与我司“连接世界、造福人类”的愿景和“快速响应、客户至上”的售后服务理念不谋而合，这对今后的紧密合作具有一定的促进作用，在此我司提出书面表扬，望贵司员工持之以恒，继续做好厦门地铁三号线的售后服务工作，从而保障车辆的顺利运营，同时也希望贵司继续支持厦门地铁三号线的售后服务工作，积极配合，为厦门地铁三号线的高质量运营做出更大贡献。

中车长客售后服务站厦门地铁三号线售后服务站

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Letters of commendation

After-sales service department

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In order to ensure the smooth opening and operation of Xiamen Metro Line 3, Liu Zuo, an after-sales employee of your company, has been able to work hard, work overtime, and work tirelessly to overcome all difficulties to complete the operation; During the guarantee work, be able to obey the arrangement, be on call 24 hours a day, and deal with the feedback faults in a timely and effective manner, which has won the praise of users, so that the on-site work can meet the requirements of user satisfaction, which reflects your company's "timely service, customer satisfaction" enterprise quality policy, and our company's vision of "connecting the world, benefiting mankind" and the after-sales service concept of "rapid response, customer first" coincides, which has a certain role in promoting close cooperation in the future. At the same time, we hope that your company will continue to support the after-sales service of Xiamen Metro Line 3, actively cooperate and make greater contributions to the high-quality operation of Xiamen Metro Line 3.

CRRC long-distance passenger after-sales service station,
Xiamen Metro Line 3 after-sales service station

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CRRC Changchun Railway Passenger car Co., Ltd