

Touching Stories

I would like to highly compliment you on one of your customer service staff, Mr. Lin. He was the staff at Ximen metro station on January 8, 2020. He was attentive, competent, pleasant, helpful, cheerful, professional, and also extremely polite. I especially want you be aware of how good one of your employees is and what a good impression he made for Taipei Metro all around. He amazingly seemed to satisfy all passengers' needs. His cheerful attitude made me feel that he wasn't just doing his job, but that he genuinely enjoyed his work and cared about serving everyone well. Thank you. From Hong Kong tourist

(相關人員:工讀生林洧澤) [\(2020.1.8 Customer's Comments C09010812\)](#)



After getting off Bus #630 toward Donghu, I realized that I had left my iPhone on the bus. I went to Huzhou metro station (Exit #2) and asked for assistance. Mr. Hsu was extremely helpful, courteous, and resourceful in recovering my iPhone. He called people at the bus company and also called my phone to locate it. He wrote a note that I could show to the bus driver to help me find the phone at the destination. I have recovered my iPhone. Mr. Hsu is truly an asset to your company! Thank you.

(相關人員:站務員徐琨凱) [\(2020.3.11 Customer's Comments STKG09031101\)](#)

