

來信日期：中華民國109年09月30日

陳情者：Teresa

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案件編號：

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陳情方式：院長及首長信箱

案件分類：行政法令之查詢

處理期限：2020/10/14

附件：

主旨：Job very well done at TECRO - DC

信件內容：

I want to express my deep appreciation for the dedicated hard work Ms. (the lead manager), Ms. Hsu and Ms. Jan provided when I visited TECRO last Friday

When I entered the office, there was already a very long line of people standing to be helped by a representative. As I patiently wait, I observed the attention and work they gave to each visitor to be very attentive and thorough. They were patient and were able to spend an extended time needed for several visitors. For example, there was an old lady who is more than 80 years old that needed more understanding and help, Ms. Chi was extremely thorough helping her, guiding her each step to completion. I was understanding of the commitment and attention they have to give to each visitor to result in a longer wait. Knowing they will help me to accomplish what I needed to do at the office, I was fine to wait to be serviced. When it was finally my turn, Ms. Chi was excellent in helping me applying passports for both of my children for the first time.