



[Huey-Ling Leung](#)

Just Helping a Customer Can Be Reward Enough

(Sept. 20, 2002) Sometimes it can be worth it just to make the effort for a customer in need, as Huey-Ling Leung of MTA Payroll recently learned.

When her office phone rang early one recent morning, she was surprised to hear a man's voice speaking in her native tongue, Chinese. The man, Mr. Wong, had forgotten his bag aboard a Metro Bus the previous evening.

In the bag were his passport, his airline ticket back to Hong Kong the next day, his belongings and about \$500 in cash. He spoke very little English and made an urgent appeal to Leung for help.

Leung sprang into action. She called MTA Security. She called the operating division responsible for the bus. She called the Lost and Found offices of MTA and First Transit.

"I left my phone number with all the places where the bag could possibly be found," Leung says. No one called her back to report finding Mr. Wong's bag and when she tried to reach him, he had gone.

Then, last Friday, Leung was eating lunch at her desk when the phone rang. A familiar voice spoke to her in Chinese. It was Mr. Wong.

"Where are you?" she asked. "Hong Kong," he replied.

Although it was 3 a.m. on the other side of the wide Pacific, Mr. Wong had called to say, "Thank you."

[Back to Bulletin Board](#)