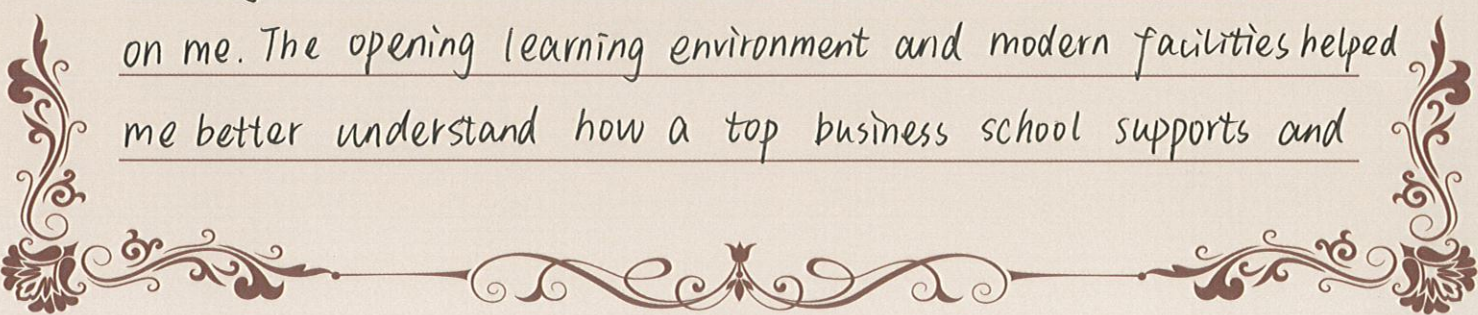



Dear Prof. Dr. Yusniza,

I hope this letter finds you well.

I am Zhang Xiaoyu (Fisher), a Chinese student from the MBA programme at the Faculty of Business and Economics, Universiti Malaya. As I am approaching graduation, I would like to write to you personally to express my sincere thanks, both for the opportunity to join the recent study tour to Singapore Management University and for everything I have gained during my time at our faculty.

I was very grateful to be selected to participate in the SMU study tour as a representative of the Faculty. It was truly one of the most memorable experiences of my MBA journey. During our time in Singapore, we visited the National Museum, where I learned more about the country's development and how history, culture, and innovation are closely connected. Walking around the SMU campus also left a strong impression on me. The opening learning environment and modern facilities helped me better understand how a top business school supports and

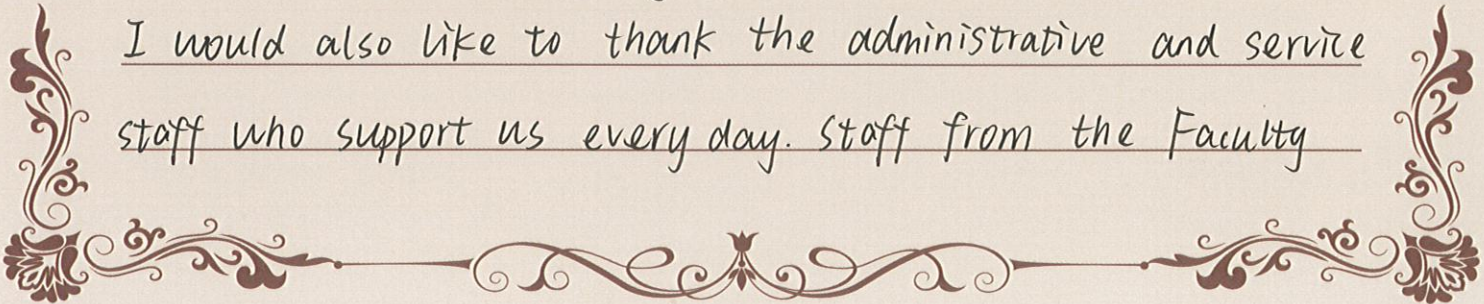


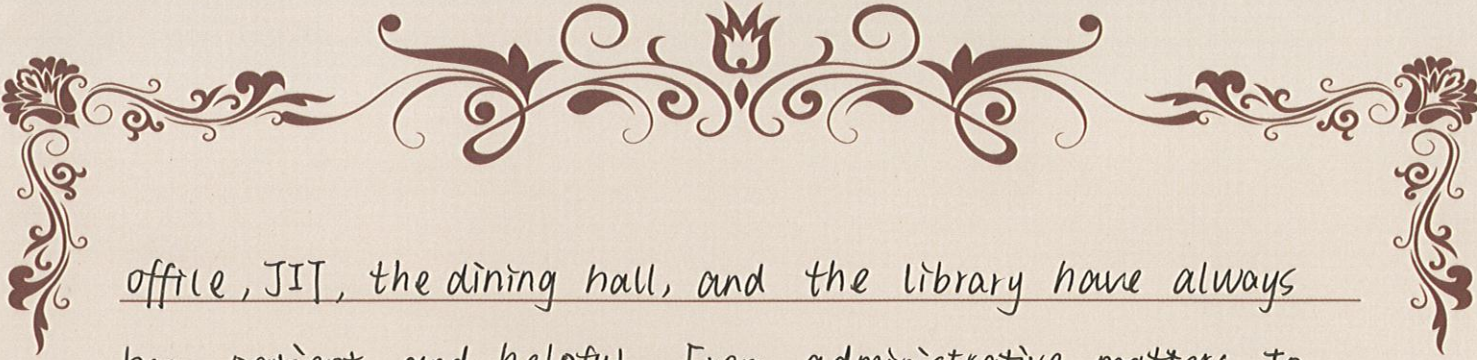


inspires its students. One experience that I found especially valuable was Prof. Pang's session on crisis management. Through practical examples and clear explanations, he helped us understand how organisations prepare crisis, respond under pressure, and recover afterward. His class made these ideas much easier to relate to real business situations, and it encouraged me to think more carefully and calmly when facing uncertainty in the future.

This study ^{tour} also made me reflect on my learning experience the past four semesters at UM. I feel very thankful for the supportive and welcoming environment that the faculty has created for international students, including those of us from China. I truly appreciate the dedication of our lecturers. Dr. Thina always teaches with great energy and fairness, and her attitude has influenced me beyond the classroom. Dr. Azni often connects theory with real business cases from her own experience and is always willing to spend extra time after class discussing questions with students.

I would also like to thank the administrative and service staff who support us every day. Staff from the Faculty



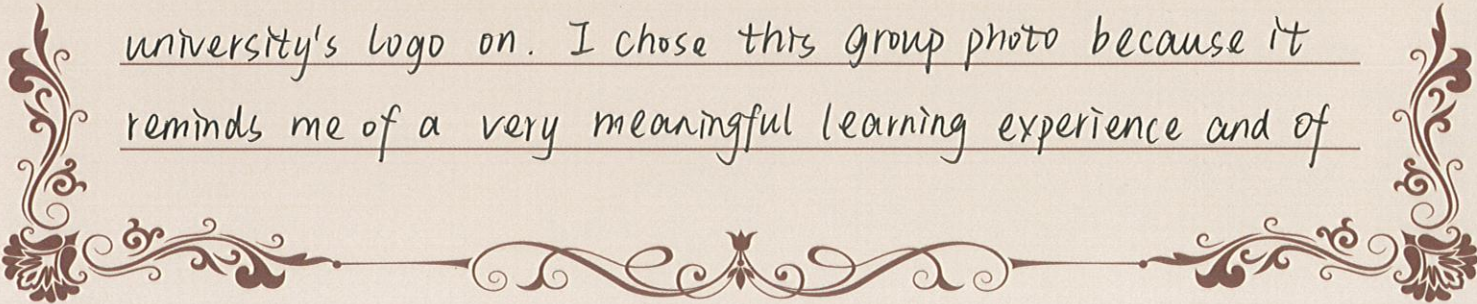


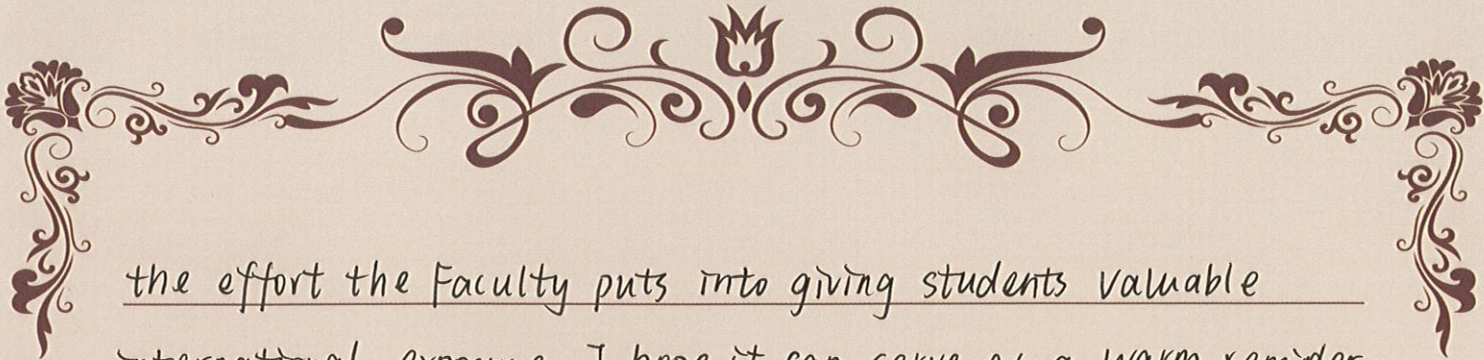
office, JIT, the dining hall, and the library have always been patient and helpful. From administrative matters to daily campus life, their kindness made my time at UM much smoother and more comfortable, and they played an important role in making the campus feel like a second home.

I am especially grateful to my supervisor, Dr Irene. Since our first meeting, she has guided me with great care throughout my research project. From choosing and refining my topic to improving the structure and clarity of my writing, her advice was always thoughtful and encouraging. With her guidance, I was able to move forward step by step and gain much confidence in my research.

I would like to share a small personal note behind this letter. Only today, after my research project has almost reached its final stage, did I finally feel calm enough to sit down and write this letter properly.

I have also prepared a small gift for you, which is a framed photograph from our SMU study tour with the two university's logo on. I chose this group photo because it reminds me of a very meaningful learning experience and of





the effort the Faculty puts into giving students valuable international exposure. I hope it can serve as a warm reminder of this shared journey.

As graduation draws closer, I feel both grateful and a little reluctant to say goodbye. The lessons, support, and encouragement I received at our faculty will always stay with me. In the future, I will carry what I've learned into my professional life, and I hope to do my best to reflect the values of the Faculty and the University.

Thank you very much for your leadership and for all the efforts our faculty has made. I sincerely wish our faculty continued success, and I wish you good health and all the best in your work.

Yours sincerely,

Zhang Xiaoyu 张笑瑜

Jan 9th, 2026

