

Dear Mr. Hamilton

I have been a loyal customer of your stores for the past 5 years, I have time and again received great service at your mart which is one of the main reasons I shop at your store. But to my surprise, on the date of 23rd August, 2010, I was at the receiving end of some very poor service at your mart.

On the said date, I made the purchase of my weekly groceries, and headed towards the cash counter to pay for them. The person sitting at the counter, who was wearing the name tag of Jen, was talking on her cell phone. When I asked her to make the bill, she said she would do it in 5 minutes, and resumed her conversation on the phone. After a good 10 minutes, she started with her work and did it very slowly. The bill, apparently totalled up to more than I expected, so I asked her to recheck it. Instead, she talked to me very rudely, and told me that if I did not like the prices, I could take my business elsewhere.

I was appalled at such behaviour, and have a good mind to take my business elsewhere as suggested. I hope you would look into the matter, and make sure such an incident is not repeated. Your company has been known to provide good services, and such events tarnish the company name, so please address this issue soon.

Thank you for your co-operation.

Sincere Regards,  
Timothy Stark