Shape

Description automatically generated

Landscape Profession

23 East Road Ave

Kansas City, MI 64101

(816) 342-6401

https.professionLand.net

June 24, 2023

Mr. Krione Jester

23 East Road Ave

Kansas City, MI 64101

Dear Mr. Jester:

Good morning Mr. Jester, my name is Ms. Johnson the manager of Landscape Profession. I’m writing this letter to inform you that. Ms. Heist my salesperson for our company mistakenly wrote your invoice by undercharging for the yearly maintenance of $329.

I would like to request an in-person meeting with you Mr. Jester, Ms. Heist, and myself in a professional manner to address the problem that has accrued. On behave of our company Landscape Profession with our boss permission we offer to lower your payment for the next two months.

Our team look forward into meeting you Mr. Jester, please contact us back by email or by phone listed above.

Sincerely yours,

Ms. Johnson

Manager of Landscape Profession

Shape

Description automatically generated

Landscape Profession

23 East Road Ave

Kansas City, MI 64101

(816) 342-6401

https.professionLand.net

June 24, 2023

Mr. Krione Jester

23 East Road Ave

Kansas City, MI 64101

Dear Mr. Jester:

Good morning Mr. Jester, my name is Ms. Johnson the manager of Landscape Profession and I’m reaching out to you about the invoice incident that occur. My salesperson Ms. Heist informed me that she made a mistake by undercharging you for your yearly maintenance contract priced at $329.

My team and I have discussed the incident, and we decided to allow you to keep the money that we undercharged you. Again, we do apologize for the mistake that we made. We appreciate your business and hope to continue serving you with our service.

If there are any questions or concerns you wish to discuss with me, our contact information is above and please don’t hesitate to reach out.

Sincerely yours,

Ms. Johnson

Manager of Landscape Profession

Shape

Description automatically generated

Landscape Profession

23 East Road Ave

Kansas City, MI 64101

(816) 342-6401

https.professionLand.net

June 24, 2023

Ms. Joy Cartner

23 East Road Ave

Kansas City, MI 64101

Dear Mr. Cartner:

I am writing a letter to you to inform you about a incident that occurred with a new customer of ours Mr. Jester. I wrote a letter to our new customer Mr. Jester acknowledging the invoice incident that was made and requested a meeting between Ms. Heist, Mr. Jester, and me. As the manager of Landscape Profession, I personally want to apologize for the incident that occurred with our new customer Mr. Jester.

I assured that our company as a team we will carefully review the work done before submitting the final report.

Sincerely yours,

Ms. Johnson

Manager of Landscape Profession

Shape

Description automatically generated

Landscape Profession

23 East Road Ave

Kansas City, MI 64101

(816) 342-6401

https.professionLand.net

June 24, 2023

Ms. Joy Cartner

Head leader

23 East Road Ave

Kansas City, MI 64101

Dear Mr. Cartner:

I Ms. Johnson, the manager of Landscape Profession writing this letter to discuss an incident that happened with our new customer Mr. Jester. I decided to allow Mr. Jester to keep the undercharge due to our behave of the incorrect invoice incident. To gain Mr. Jester trust back, our company have informed Mr. Jester if they have any further questions or concerns to contact Ms. Johnson to resolve the matter.

In this letter moving forward we assured as a team that we will carefully review over everything and all final documents before turning them in.

Sincerely yours,

Ms. Johnson

Manager of Landscape Profession

Shape

Description automatically generated

Landscape Profession

23 East Road Ave

Kansas City, MI 64101

(816) 342-6401

https.professionLand.net

June 24, 2023

Ms. Soyer Heist

Head leader

23 East Road Ave

Kansas City, MI 64101

Dear Ms. Heist:

In response of the incident report that was turned in by faculty, I would like you to respond to this letter. By explaining to me as your manger how did you occur to undercharge our new customer Mr. Jester. When did this incident occur?

I also will like for you to describe specifically on what actions should take place with our new customer Mr. Jester as well as what we should do moving forward with Mr. Jester contract.

Sincerely yours,

Ms. Johnson

Manager of Landscape Profession