

Date : 28 May 2024
From : Siva Raju S/O Balan s_raju@happyfitgroup.com
To : Iqbal Bin Mohamad Hashim iqbal_mh@gmail.com
Subject : REPLY TO COMPLAINT FOR POOR SERVICES SERVICES

Dear Mr. Iqbal

REPLY TO COMPLAINT FOR POOR SERVICES SERVICES

I sincerely apologize for the inconvenience you experienced during your session on Saturday, 25th May 2024. Your loyalty as an elite member for five years is greatly valued, and it deeply concerns me that you had such a negative encounter with our newly hired instructor.

I have thoroughly investigated the incident, and I assure you that appropriate actions are being taken to address this matter. Our standards of customer service dictate that all members, especially long-standing ones like yourself, receive the utmost attention and respect during their sessions.

Rest assured, steps have been implemented to prevent any recurrence of such incidents in the future. Additionally, I will personally oversee your next session to ensure it meets your expectations and to offer any necessary compensatory measures for the inconvenience caused.

Thank you for bringing this matter to my attention. Your feedback helps us improve our services, and we are committed to ensuring your continued satisfaction as a member of Happy Fit Gymnasium.

Please feel free to contact me directly if you require any further assistance or have additional concerns.

Yours sincerely,

Siva Raju S/O Balan

Manager

Happy Fit Gymnasium