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To whom it may concern:

I recently visited a McDonald's establishment as I frequently do. The service at this particular one is normally very pleasant. I often stop there for a morning coffee and am greeted with a smile and prompt service. I have noted to myself and others on several occasions that the employees are great. However, unfortunately, this particular visit was out of character and the reason for this writing.

On September 12, 2015, my wife asked me to bring her home a mocha frappe from McDonald's after I leave work so I pulled in to the drive thru and made my order. At the second window I was met with an Oreo mocha that was very clearly larger than the medium regular mocha that I ordered. I informed the man on the other side of the window that I did not order an Oreo mocha and he insisted that it was what I ordered and assured me that it was right. I knew I had not ordered an Oreo mocha and yet still insisted I take it so that he could move on with the next order. Honestly, because of how insistent he was, if the coffee were for me I probably would have taken it and left to remove myself from the situation but it was for my wife and I wasn't going to bring her the wrong drink when I knew I was the one in the right.

Once I finally convinced the worker that the Oreo mocha he was pushing in my face was not mine he had me pull up to a designated parking spot, spot #1. There I sat for about 10 minutes, not hearing or seeing anything from anyone. 10 minutes is how long I would expect to wait for a premium meal at a restaurant, not at a fast food restaurant. My patience ran out so I walked into the building to inquire about my drink. There I found a few employees hunched around what was obviously the machine that makes the mochas. There was a customer in front of me waiting on a few mochas. I stood there for another few minutes until that man was taken care of then I asked one of the workers about my mocha. She said that the machine was broken and offered me another drink. Because it was for my wife and not myself and because I didn't want to waste anymore time calling my wife to see what she wants instead I asked for a refund so that I could be on my way.

I spent 15 minutes on a McDonald's drive thru and left empty handed. I don't know the root of the problem I encountered but maybe the mocha machines need to be checked up on so that this doesn't happen to someone else.

Thank you for your time,

Nate Armstrong