

Date: 28th May 2024

From: Siva Raju S/O Balan s\_raju@happyfitgroup.com

To: Iqbal Bin Mohamad Hashim iqbal\_mh@gmail.com

Subject: Re: COMPLAINT FOR POOR SERVICES

Dear Mr. Iqbal,

I hope this message finds you well. I am writing to extend my sincerest apologies for the inconvenience you experienced on Saturday, 25th May 2024, due to the mishandling of your scheduled session by our newly hired instructor.

We highly value your loyalty and commitment to Happy Fit Gymnasium over the past five years. Regrettably, your recent experience did not reflect the high standards of service we strive to maintain. I understand how frustrating it must have been to have your dedicated session time disrupted, and for that, I am genuinely sorry.

Upon receiving your complaint, I have conducted a thorough review of the incident. It appears that there was a miscommunication regarding the instructor's schedule, leading to an unfortunate overlap with a group session. I assure you that this matter is being taken very seriously, and we are implementing measures to ensure such an oversight does not occur again.

The instructor in question has been spoken to and will undergo additional training on our scheduling protocols and customer service standards. Moreover, as a gesture of goodwill, we would like to offer you a complimentary private session at your earliest convenience.

Your feedback is invaluable to us, and we appreciate your understanding and patience as we work to improve our services. Please do not hesitate to contact me directly if you have any further concerns or need to discuss this matter in more detail.

Thank you for bringing this to our attention, and we look forward to continuing to serve you with the excellence you deserve.

Yours sincerely,

Siva Raju S/O Balan

Manager

Happy Fit Gymnasium

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