

Dear Mr. Hamilton,

I have been a loyal customer of your stores for the past 5 years. Time and again, I have received great service at your mart, which is one of the main reasons I shop at your store. However, to my surprise, on August 23rd, 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 "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 totaled 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 behavior and have a good mind to take my business elsewhere, as suggested. I hope you will 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 cooperation.

Sincere Regards, Timothy Stark