**OFFICE OF THE MANAGER**

Cleveland Store - Active8 Sports

MEMORANDUM ID 3-8 March 3, 2020

TO: All Cleveland Store Customer Service Representatives,

Cleveland Store Assistant Managers

FROM: Noah Dunn, Cleveland Store Manger

SUBJECT: The Use of Social Media Directed at Customers

It has come to my attention from the VP of Active8 Sports corporate branch in Detroit that several of our employees have been posting complaints on their personalTwitter pages about a local coach who is a frequent customer of ours.

While I understand that the customer in question can be argumentative and abrupt in his treatment of our employees, it is imperative to understand that our job at Active8 Sports is to provide our customers with what they need, regardless of how they may behave on a given day.

The Vice President has made it clear to me that this cannot persist further, and any subsequent offenses will be dealt with by the offender losing their job. I ask for your diligence and cooperation for the sake of preserving the company image our franchises have built over the years as an organization dedicated to serving our customers.

/s/

*N.D*