Describe an event that you feel wronged

You should say:

When did it happen

What happened

Why did it happen

And how did it be solved

I am going to describe an incident happened about 3 month ago. I am the project manager of a small real estate firm whose owner is my uncle. Jiwei is the construction manager of the company we hired to construct our commercial building. At the beginning, my boss required that we must avoid the water leakage problem in the basement. The construction manager and I prepared contingency plan for several possible emergencies that probably could cause this quality

I am going to describe Jiwei who is working on a project with me. I am the project manager of a small real estate firm. Jiwei is the construction manager of the company we hired to construct our commercial building, which has a big basement. Now we are still working on this project. About two month ago, Jiwei came to my office and said, “Despite my best effort, I am sorry to tell that we found that a seam in the wall of the basement was leaking”. I was extremely angry about this problem. Since water leakage will contaminate the future decoration and affect the usage of the basement. However, he promise that they would fix the problem as soon as possible, and assured that it wouldn’t happen again. If the leakage occurred in the future, they would responsible for all the related lost caused by it. But he argued that congestion of the concrete pump that caused the problem was an extreme rare case. I verified this excuse through some experts. So I accepted his sincere timely apology and explanation. However, we still fined them 5000 for this quality problem.