March 9, 2019

Domino's Pizza of Canada Ltée
1608 Sylvestre Drive, Unit 4
Tecumseh, Ont., N8N2L9

Attn: Customer Care

Dear Customer Care Department:

I am writing from Kelowna B.C to express my dissatisfaction with a recent order. When I was asked to order pizza for a staff event, I immediately chose Domino’s for their professionalism and fresh ingredients.

I made two individual orders of four large pizzas on Jan. 22, 2019 and again on Jan. 30, 2019. Since this was a business order, paid with corporate credit card, an itemized receipt was required. On both occasions I specified, on ordering, that I would need the detailed receipt upon delivery.

On both indicated dates, the itemized receipt was not provided. On Jan. 22, 2019, the driver had assured he would text me the receipt upon return to the store, which did not happen. I then had to contact the store to ask for the receipt to be provided, which was finally sent via “WhatsApp”.

On Jan. 30, 2019, I again did not receive a receipt and asked for one to be provided. I was again assured that the driver would send the receipt upon return to the store. I appreciate that the driver did send the receipt in this case, however, it was again sent via “WhatsApp”.

The failure to send the detailed receipt as requested caused me unnecessary work to satisfy the requirements set forth by the Accounts Department. While I did end up getting the receipts, I found the failure to provide a receipt and the subsequent use of “WhatsApp” to be unprofessional for a large corporation such as Domino’s Pizza.

Undoubtedly, this was merely an oversight on the part of the employee taking the order. I appreciate your time and consideration in addressing this issue and ensuring specific customer requests are handled appropriately.

Best regards,

Alicia DeGelder

Alicia DeGelder, Administrative Assistant