

Complaint Letter

Christine Pang
5665 Irmin Street
Burnaby BC V5J 0C5

February 27th, 2019

Totem Appliance Service
110-17 Fawcett Road
Coquitlam, BC V3K 6V2
Joe@totemappliance.com
604-437-5136 Ext 1158

Attention: Customer Service Department
Subject: Negative Customer Service Attitude

Dear Mr. Smith,

A Totem employee came to repair my range hood on February 26th, 2019, but on the day of the service, the employee had forgotten to bring one of the filters. I understand that mishaps happen, and would just like to receive the filter as soon as possible.

The employee suggested that I contact the company's receptionist for assistance, but I had received a bill for "\$35 extra fee" shortly after the service on February 26th, 2019. When I contacted the receptionist through the phone on February 27th, 2019 to explain the situation, the receptionist dismissed the repairman's neglect by ignoring the situation and persisting that I pay \$35 for another filter to be delivered to me. When I requested a justification for the extra fee, the receptionist spoke in a begrudged manner, telling me to drive one hour to the shop to pick one up to avoid the fee.

The receptionist remained unresponsive to the inconvenience Totem has caused me, and refused to answer my questions by claiming that there are numerous other callers, and that I am holding up her service. We had only been on the phone for 7 minutes when she had claimed that she would need to end the call, without providing me with further assistance.

The \$250 I had paid for the service included the cost of the 2 filters, so I do not understand why I need to pay an extra amount of money, or give up my time to compensate for your employees' mishaps. I would appreciate it if you would be able to wave the \$35 fee for the trouble Totem has caused me, and to compensate for the inappropriate manner of the receptionist. I look forward to hearing from you in the next 2 weeks.

Yours truly,

A handwritten signature in black ink, appearing to read 'Christine Pang', with a horizontal line extending from the end of the signature.

Christine Pang

Bad News letter

Totem Appliance Service
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March 5th, 2019

Christine Pang
5665 Irmin Street
Burnaby BC V5J 0C4
77788372705
Christine1221@me.com

Dear Ms. Pang,

Thank you for bring the matter of the delivery to our attention, and we apologize for the inconvenience of our employee forgetting to bring one of the filters to for your service on February 26th, 2019, and the unacceptable behaviour of our receptionist. Exceptional customer service is one of our top priorities and any violation of our mandate will not be tolerated, so we will ensure that every one of our employees are aware of the consequences.

We recognize that the bill that was sent to you after the service on February 26th, 2019, for the \$35 extra fee may have not been properly labeled. The \$250 you had paid for the service does include the cost of 2 filters, so I understand your desire to wave the \$35 delivery charge, especially since our employee was not able to install it for you on the day of the repair.

However, the \$35 fee covers the delivery service of the filter to your home by an affiliated private delivery company, rather than the cost of the filter itself, and is separate from your initial payment. For this reason, we are unable to wave the entire delivery fee. I recognize that you have are busy and such a long trip to our company would be unreasonable, so I would like to offer you a gift certificated (enclosed) of 15% off discount off your next purchase at our company to compensate for the inconvenience.

The delivery of your filter our top priority at the moment, and with your approval, the filter will be delivered to you by tomorrow, March 6th, 2019. I hope you will continue to choose us for your home repair needs in the future.

Thank you,

Joe Smith

Totem Appliance Service
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Coquitlam, BC V3K 6V2
Joe@totemappliance.com
604-437-5136 Ext 1158

Encl. Gift Certificate