Dear Customer:

This refers to your complaint regarding improper service meted out to you by the staff in the counter when you visited our shop that you had to return or leave without shopping with utmost frustration. We are extremely sorry for such a situation which should not have happened.

We have looked into your complaint in depth and have since initiated corrective steps by weeding out those incompetent staff to avoid any further complaint from any other esteemed customers like you. We have streamlined the entire operation whereby at each department you will find an impeccably dressed courteous woman to help you make your shopping experience the most pleasant one.   We assure you that such a disturbing situation would not arise and hence we request you to kindly continue patronizing our services. We assure you of maximum cooperation and service.

Thanking you,

Very truly yours

Manager – Customer Relations