Dear Andrea:

My staff Kevin Evans attended your recent training and ended up very disappointed with the quality of the training course. According to him, the content did not match those you are saying in your advertisements. He said less than an hour was devoted to conflict resolution, while it was supposed to be one of the major topics that need to be discussed. According to Kevin, the facilitator seemed incompetent of the topic itself appearing incapable of answering questions from the attendees.

Given this, I think you owe us a refund since we were not satisfied on how the course was taught. We expected too much as you seemed very competent on your advertisements. The registration fee of $300 is apparently not worth it. It was simply a waste of time on our part. We send Kevin there to learn about the rudiments of handling staff, but ended up very disappointed on how everything was executed.

Sincerely,

Jeff Carter

Manager

Yell Advertising, Inc.