

5 Green Valley
Kampala 52635
Uganda

Johnson Catering
25 Market Street
Kampala 52636
Uganda

14th October 2011

Dear Sir,

I am the Personnel, Support and Services Chief of ACP (Africa, Caribbean and Pacific Free Trade Agreement, signed with European Union in the Lomé Convention), and I am writing you on behalf of the Director of ACP in Uganda. We have decided to resign the contract we had with your company, because the continuous decreasing in the quality of service that Johnson Catering has offered to our Delegation in Uganda in the last month.

- Comentario [s1]:** With the
- Comentario [s2]:** As part of
- Comentario [s3]:** To you
- Comentario [s4]:** rescind
- Comentario [s5]:** of the continuous fall

As I am sure you will understand, I was very disappointed to find that all the conversations we have had around this problem in the past have not offered any improvement in the services we have contracted with your company. The main complains are the following: the food quality and presentation are under the minimum standards; the catering personnel do not observe the hygienic protocols in the food manipulation; and even worse, the costumer services have been reported to be under good manners.

- Comentario [s6]:** complaints
- Comentario [s7]:** quality of the food
- Comentario [s8]:** below
- Comentario [s9]:** good hygiene practice
- Comentario [s10]:** when preparing food
- Comentario [s11]:** the staff have demonstrated a lack of good manners?

I advised you three months ago that our Delegation would be increased with fifty new members, and it would be related with an increased demand in the catering service. If you would have wanted to offer a good service for our Delegation, you should have hired more personnel. The anticipated rise in workload has overwhelmed your employees and it has affected the quality service our personnel deserve.

- Comentario [s12]:** Was going to receive
- Comentario [s13]:** That there would be
- Comentario [s14]:** on
- Comentario [s15]:** had
- Comentario [s16]:** to

Under the circumstances, I think that it would be appropriate for you to refund a half of our last month expenses, because your breach of contract.

- Comentario [s17]:** not necessary
- Comentario [s18]:** the money we paid you last month
- Comentario [s19]:** of your

I look forward to hearing from you at your earliest convenience.

Yours faithfully,

David Martínez.