

EJERCICIO 4-08-AL12

2 Queen Street
Kampala
14th October 2011

Mess Services
14, Main Street
Kampala

Dear Sir,

I am writing to express my dissatisfaction with the service provided by your company at Camp Kampala canteen.

I feel it is appropriate to explain to you some of the practices which are enforced to send this letter. The manager always open the canteen late, so people have to wait some minutes in large queue. Complaints about the menus and cleanliness haven been received by users. Moreover, there are not enough waiters to serve the meals so customers have to do by themselves.

Having spoken to the manager en person, I still feel my requests have not been satisfied. Furthermore, he only argues problems with the cooking personnel.

In my opinion, there are several events that could have changed the current situation. Salaries should have been raised to avoid workers looking for another job. On the other hand, your company should have hired personnel in order to replace those who left the company, thus it would have improve the standard of the service as well.

I am entitled to cancel our contract, so as you have breached the contract several times, I am obliged to cancel it.

Yours faithfully

(Signature)

David Martinez

Very good. An excellent piece of work.

- Comentario [s1]:** Have obliged me to write
- Comentario [s2]:** opens
- Comentario [s3]:** a long
- Comentario [s4]:** made
- Comentario [s5]:** serve
- Comentario [s6]:** personally
- Comentario [s7]:** mentions
- Comentario [s8]:** kitchen staff
- Comentario [s9]:** ways in which the current situation could have been changed
- Comentario [s10]:** avoid the problem of
- Comentario [s11]:** you
- Comentario [s12]:** improved
- Comentario [s13]:** and
- Comentario [s14]:** terms of the contract