

Chief of Personnel and  
Support Services Branch.  
European Mission.  
11, Greenstone Ave. Kampala, Uganda

7<sup>th</sup>, October 2011

Mr. Patrick Komba,  
Manager of KODI CATERING Ltd.  
2, Freedom Sq. Kampala, Uganda

Dear Sir,

I am writing this letter to express my extreme dissatisfaction concerning the catering services your company is currently providing to our Base.

During the last three weeks, I have personally taken the opportunity to track some complaints from the military personnel regarding the poor quality of food offered. I realized that all of them were true. Serious flaws were detected, for instance, fish and meat dishes have been very often found in a far degraded condition. Such evidences would demonstrate that food is not being very well preserved. In my view, the cold chain is not being properly maintained. Needless to say that such irresponsible practice could notably impact on our Compound and therefore compromising the EU Mission.

**Comentario [s1]:** This is ok, but perhaps 'follow-up' or 'investigate' would be better.

**Comentario [s2]:** On offer

**Comentario [s3]:** Very often been found in a completely unacceptable state

**Comentario [s4]:** findings

**Comentario [s5]:** the food

**Comentario [s6]:** correct refrigeration practices are not being observed.

**Comentario [s7]:** compromise

In our last conversation, you admitted that the level of the catering services had sensibly been affected. The reason for that, as you stated, was that the majority of the cooks decided to leave their jobs before you would have recruited new manpower. Although advising you is out of my business, let me tell you that, if you had followed my recommendation of rewarding them fairly, your employees have remained in place, minimizing the current consequences.

**Comentario [s8]:** been noticeably

**Comentario [s9]:** cooks/kitchen staff

**Comentario [s10]:** were able to recruit their replacements

**Comentario [s11]:** none

For all above facts which clearly demonstrates that KODIC CATERING Ltd. is not being in compliance with Service Level Agreement. I regret to inform you that the Contract between your Firm and this Headquarters will not be longer prorogued.

Very respectfully

Daniel Martínez

- Comentario [s12]: All of
- Comentario [s13]: the above
- Comentario [s14]: not needed here
- Comentario [s15]: no s
- Comentario [s16]: not necessary here
- Comentario [s17]: with the
- Comentario [s18]: Minimum service
- Comentario [s19]: organisation
- Comentario [s20]: extended