08-AL01

**EXERCISE 4**

E.U. Mission in Kenya

Human Ressources Department

356 Rainbow Road

Nairobi

14th October 2011

Mr. James Stewart

513 Storming Road

Nairobi

Dear Mr. Stewart,

I am writting to formally inform you about the decision taken by the Human Ressources Department concerning the service of your company on the dinning room facilities of the central offices of European Union Mission in Kenya. We have been forced to cancel the service contract with the contractor due to the present deteriorating conditions of this service.

As you know, after our frequent contacts in the last month, both personally and by phone, we are not agree with the standards of service of your company. The fact that you are having troubles with the workers of the kitchen is full responsability of that company and cannot be pose as an excuse of no providing usual quality of the service contracted.

We are receiving many claims from users of dinning room. Although you are aware of these claims no measures have been taken in order to solve the situation. We have been expecting from the contractor company either resolve the labor troubles or hire new staff to attend properly the users. Since no steps have been implemented to improve the service and going back to the previous standards of service, we cannot keep longer the service of dinning room under these unacceptable circunstances.

For the above mentioned reasons, we have no alternative but to cancel the contract signed by our Deparment with your company, starting on November 1st, 2011.

Yours Faithfully,

David Martínez