68 Brook Road

Pefferlaw, ON L0E 1N0

October 1, 2014

McDonald’s

24018 Woodbine Avenue

Keswick, ON L4P 3E9

To whom it may concern:

I am writing this letter to inform you of the service I received earlier today. I am normally quite pleased with the service I get at any McDonald’s, but with yours, this was not the case.

I arrived today in your drive through around noon, with only four cars in front of me. I sat in line for ten minutes before I even got to order. This was because the cars in front of me had to wait very long to receive their orders. Once I ordered, I proceeded to the first window where I paid, as well as received very unfriendly service. When I got to the second window, an employee gave me my drinks and said that my food would just be a minute. I could see through the window that many employees were just standing around chatting instead of working and being efficient. After five minutes, the same person who served me my drinks told me to pull around to the front and park, and there they will bring me my food. It took another fifteen minutes before somebody brought me my meal, only to realize after I drove away that it was the wrong order. Not quite “*fast* food”.

McDonald’s is an extremely large franchise, and having bad service is not a good way to keep it this way, as well as in business. It is important that your costumers are served to the best of your restaurants capability if you want returning costumers. I for one will think twice before coming to this McDonald’s again.

Sincerely,

Tori Trimble

Customer

McDonald’s

24018 Woodbine Ave

Keswick, ON

L4P 3E9

October 3, 2014

Tori Trimble

68 Brook Road

Pefferlaw, ON L0E 1N0

Dear Tori,

Thank you for your letter of October 1st in which you informed that the service you received was not up to par with your, and our, expectations.

We are very sorry that you experienced this problem and we are making every attempt possible to ensure that our service will be faster and friendlier. With thew constant hiring we do of employees this unfortunate incident can occasionally occur.

We are very appreciative that you have taken the time to bring this to our attention and would like to thank you for being a costumer and hope that you continue to be, trusting that we will make changes to eliminate this problem.

Sincerely,

Mary Smith

Manager