



Emailing with an Unhappy Customer

Review the complaint email on the following page from Jane Doe, an unhappy client of ImaKam. Respond to this client in the text box below using recovery strategies from this week's readings and video. Be sure to address all of her problems and offer solutions. Use formal business letter formatting, including a greeting line, text body and signature line.

Reply Email:

Complaint re Procedure Appt.



janedoe@email.com

Hello,

On February 9th, I entered your medical office for treatment of painful swelling after a cosmetic procedure. Even though I had booked an appointment, I waited for two hours while in excruciating pain before being admitted into the doctor's examining room. I was told there was no serious problem and was given more pain killers and told to up my dosage.

Since I had already been given painkillers and previously advised to take them, I am upset that I had to wait for 2 hours to find out information that could have been told to me over the phone, but instead when I called I was advised to make an appointment and come in.

I have several more follow up visits to schedule, so I want to make sure that I will not be kept waiting that long again!! Please make a note on my file. If this happens again, I will take my business elsewhere.

Sincerely,

Jane Doe