

Kristel Rickers

From: Rachel Langford <homedel@xmission.com>
Sent: Wednesday, August 17, 2016 8:59 AM
To: 'Kristel Rickers'
Subject: Service Failure Paul Afamasaga

Hello,

We had a couple issues on Friday with Paul. He had a couple of my orders that he did not get done due to the fact he wanted to come back here to the BBQ that they were having for lunch. I had a CDS order 13506657 that was just a screen that was not delivered and they did not let the customer know. I just found out this morning it did not get done. I also had 2 CDS 9054092/9054097 orders of cabinets that he failed to look at the delivery paperwork and only took one order, now we have to go back at our own cost to deliver these out. Also, I had a 2 Lodeso orders 793985/793890 that were scheduled 8/12. Paul called the customer and told them that he would personally deliver this out the following day 8/13 which was Saturday. He did come back to the office to eat at the BBQ I made Brandt aware that he was here and not in park city making deliveries. Brandt made him go back and do the deliveries, he did not bother to let me know he told the customer that he would deliver out the next day nor did he call the customer to let her know he was on his way to do the delivery. He called me later on and told me he was at the home and no one was answering the phone, so I called the customer and she said she did not receive any calls and looked outside to see if they were there. They were not outside the home. I called Paul and he said I will be there in 20 minutes. Long story short they did not get there in 20 minutes and when the customer called and said they were not there yet I asked again and his response was I quit, then laughed and said just kidding but we are 20 minutes away again. This was already out of the 11-3 time window and the customer was very upset and had to leave they had obligations to attend to. They ended up rescheduling this for next