

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Thursday, January 08, 2015 9:34 AM
To: 'Kristel Rickers'
Cc: jared.brewer@redmanvan.com
Subject: Service Failure Savaliga Laloulou

Kristel, Savaliga had a home direct order (ZGY2RN) on his route for 1/6. The order was on a 10-2 time frame and the customer called in at 3:00pm stating that she still had not heard from the driver. I called Savaliga and he told me he was way behind. I asked that he call the customer with an update, he stated that he would. Yesterday morning the customer called in complaining that she didn't receive a call and that she was at home all day and no one showed up. Savaliga never called the customer, and never went to the home. To add to the whole situation, he called into the home direct hotline and had them rate the order as an attempt.

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