

Kristel Rickers

From: Rachel Langford <homedel@xmission.com>
Sent: Wednesday, May 25, 2016 9:33 AM
To: 'Kristel Rickers'
Subject: Don kitto 13504989

SERVICE FAILURE

Hi Kristel,

So this was supposed to be delivered yesterday, the driver Joe Soefele never called the customer. Never made the delivery. The customer called this morning wondering what happened, I talked to Dave and he said they moved it for today. The customer understood but it needed to be delivered yesterday.

Rachel Langford
Customer Service
Redman Van & Storage
P: 801-972-4420 ext. 311