

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Friday, September 23, 2016 8:30 AM
To: 'Kristel'
Cc: 'Kristel Rickers'
Subject: Service Failure Josh and Dora 9/22

Kristel, Josh and Dora were scheduled to deliver out an order yesterday. Dora text me at 5:45pm letting me know that they were delayed due to the Tornado up north and that they wouldn't make the stop. I told Dora to call and let the customer know, She told me that she had tried to reach her and could only leave a voicemail. The customer called me this morning upset that no one ever called to tell her it wasn't coming and that she waited around all afternoon on the crew. Please mark this as a service failure.

Mike Langford
Redman Van & Storage
801-972-4420 Ex. 324