

Grahme Walsh

From: Ed Valencia
Sent: Thursday, September 09, 2010 8:21 AM
To: Grahme Walsh
Subject: FW: Incomplete hardwood - half done job!

*File - 806
WPL AND to PPS*

Grahme,

This client is been a pain, we did soo much for her and still not happy. As far as we concern hardwood is done. Barwood replaced almost half his living/dining area – she still not happy.

From: Yolanda DeSouza [mailto:yodesouza@hotmail.com]
Sent: Wednesday, September 08, 2010 10:43 PM
To: Ed Valencia
Subject: Incomplete hardwood - half done job!

Hi Ed,

I just got home and noticed that the hardwjoood guys once again did a half done job ...didn't do all the marks as intended but why am i not surprised! I'm very disappointed. As for the blinds, i'm sure they are coming back, seeing as they didn't complete the blinds in the bedroom (the major work needed).I m sure they will be coming back tomorrow??

Also, will your handy man be coming tomorrow to fix the round a bouts and the paint?? I was wondering if I could show you exactly what needs to be done before I go to work, especially since I won't be here.

I can't say that i've been a very happy customer but at this point, I really am finished arguing.

Thanks for your help.
Yolanda

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RECORD OF TELEPHONE CONVERSATION

CUSTOMER SERVICE

DATE/ TIME: Sept. 3, 2010.

PROJECT: elle

TELECON WITH: Amit

HOMEOWNER CONTACT #/ E-MAIL: 647-838-3473

Subject: Blinds.

Details of Conversation: He is very upset that no one
is getting back to him. Wanted to know
when his blinds will be installed.

Follow Up: I Answered his question about the blinds.
(Sept. 7 & 8) But still wants to speak to
grahme.

Name/ Signature: Chantal Andrade.