

Dear Rick,

I am writing to express my disappointment and frustration with the service I received at your beauty shop on 2023-03-02. I have been a loyal customer of your establishment for 10 years and have always been pleased with the level of service I have received. However, on this particular occasion, I was extremely dissatisfied with the service provided by one of your staff members, Jane.

My appointment with Jane was scheduled for 10:30am on 2023-02-03. Upon arrival, I was greeted by Jane, who did not even look up from her phone to acknowledge my presence. I waited for several minutes before she finally looked up and asked me what I needed. She did not seem interested in providing me with any information or guidance regarding the services available, nor did she offer any recommendations for what would be best suited for me.

During the service, I found her to be extremely unprofessional, rude, and inconsiderate. She was rough during the treatment, and when I asked her to be more gentle, she responded with a sarcastic remark. Furthermore, she seemed disinterested in engaging in any sort of conversation, and I was left feeling uncomfortable and unwelcome.

I understand that everyone can have a bad day, but I found Jane's behavior to be completely unacceptable. As a loyal customer, I expect to receive courteous and professional service from your staff. I left your establishment feeling upset and disappointed, which is not the experience I have come to expect from your beauty shop.

I would appreciate it if you could investigate this matter and take appropriate action to ensure that such incidents do not occur in the future. I would also appreciate it if you could offer me a refund for the service I received from Jane. I look forward to hearing back from you soon with your response.

Thank you for your attention to this matter.

Sincerely,

Mary