

Miscellaneous



! /cabsf.com
06/31/2007 03:12 PM

To JRG
cc
bcc

Subject [Fwd: O-Our appreciation to you.-]

----- Original Message -----

Subject: O-Our appreciation to you.-
Date: Wed 2007-16-10:18 -0700
From: Pbx
To: <
CC: <.com>

Hello and good afternoon Lucky.

Thank you for the excellent service you recently provided the Mandarin Oriental. Mid day Monday I reported to you a problem when calls originated from any of our phones to Yellow Cab. The caller was asked, " if you would like to be picked up at 56 Gough Street, press one", when our address is 222 Sansome Street. You immediately showed concerned about the problem and immediately addressed it. By late afternoon that day you had the problem corrected.

We really appreciated your concern and your immediate corrective action. Through your efforts our callers can continue to call Yellow Cab expediently through your quick telephone-computer pick-up system. That is the service we like to have our callers receive.

Again thank you Lucky,

Warren Lambert
Mandarin Oriental Hotel