



Domino's Pizza

R & D Pizza Inc.
dba Domino's Pizza
1616 E. Wooster Unit 8
Bowling Green, OH 43402

Telephone:
Store (419)353MEGA(6342)
Fax (419)353-6839
DPMEGA@verizon.net
www.dominos.com

August 29, 2005

Mr. Dwayne Gremler
1803 Osprey Ct.
Perrysburg, OH 43551-5825

Dear Mr. Dwayne Gremler,

It is with great regret that I am writing this letter in regards to Your displeasure with our service.

I sincerely apologize for the poor service or lack thereof You received on Your recent order. I am sure that I would be equally displeased had my delivery been made with the same inaccuracies. We at Domino's Pizza strive to flawlessly execute each and every delivery with great regard to Customer service and their complete satisfaction. However, while hiring and training an increased staff of 300% things don't always go as planned.

I firmly believe that the Customer is always right. I would be remiss however if I did not mention a few things that might help us avoid future displeasures. Our phone system turn itself on at 11:00 A.M. This can be bypassed by pressing 0 during the recording. This will cause the phones to ring to the store and thus be answered prior to opening. Always ask for the manager in charge when requesting special cooking or cutting instructions. The manager in charge will then make sure that Your requests are followed.

Hunger is a very powerful emotion. I can surely understand the disappointment You and Your class must have felt during this unnecessary waiting period.

We at Domino's Pizza realize that You do have a choice for pizza in Bowling Green and are proud that we were Your choice. We apologize for having not exceeded Your expectations.

I have enclosed gift certificates for 20 free pizzas to be used at Your convenience. I do realize that this letter, my apology nor the enclosed certificates make up for our store not being able to provide You with the service and product that Your deserve, I only ask for the opportunity of serving You again.

Should You ever experience a problem with our service or product in the future feel free to let us know, we'll make it right!

Sincerely,

A handwritten signature in black ink, appearing to read 'Rod Stringer', with a large, sweeping flourish extending to the left.

Rod Stringer
Your locally owned
Domino's Pizza
Franchisee

In addition to the letter, I also received a business card and 20 coupons...



Bowling Green

1616 E Wooster
419-353-MEGA
(6342)
Serving: BG, BGSU, &
Portage

Rod Stringer
R & D Pizza Inc.
1616 E Wooster
Bowling Green, OH 43402



Office: 419-354-6417
Fax: 419-353-6839
Mobile: 419-308-2589
Home: 419-354-6417
Email: DPMEGA@dacor.net



We accept all competitors coupons.



GIFT CERTIFICATE
1 Large 1 item Pizza
THIS CERTIFICATE REDEEMABLE FOR
Rod Stringer
AUTHORIZED SIGNATURE
Pick up only

We accept all competitors coupons

353-MEGA(6342)

