



planetfeedback

The Voice of One. The Power of Many



Letter Generator

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|| Step #3:

Current Mood Check

Please complete the survey below. All required questions are marked with a red asterick.

First, let's start the letter writing process by doing a quick mood check on how you feel about your brand experience.

Go ahead, let it out! This particular experience made me feel: *



furious



annoyed



neutral



pleased



thrilled

Do not cut and paste from Microsoft Word or any other word processor - you will get an error!

Here are the details of my complaint: *

One of my favorite snacks and on of the few items I really enjoy at McDonald's is their Oreo McFlurry. The last two visits to McDonald I order exactly the same thing. One Oreo McFlurry. The service was average and the expected lines were all delivered. My complaint today isn't regarding service but with the quality of the beverage I times after leaving and finishing about a quarter of the beverage I revealed a large air pocket. The pocket of missing ice cream isn't the majority of the cup but it is enough for me to care. The McFlurry is completing against Dairy Queen's Oreo Blizzard. I have never had an Oreo Blizzard with the air pcket. It may have to do with how McDonalds uses the spoon that you eat it with as the bit that attaches to the blender. While Dairy Queen uses a normal blender bit.

Track Your Progress

1. I have a: **Complaint**
2. For: **McDonald's**
Regarding: **Food Quality**

Based on this, here's what I would like McDonald's to do: *