**SALUTATION IN LETTER**

To Whom It May Concern,

As a loyal customer for almost 5 years, I have always enjoyed shopping at POU DOU DOU counter and POU DOU DOU has become my favorite brand. Unfortunately, on April 5th, 20XX my enjoyment was spoiled by the unfriendly service of one of your counter sales in Chung-Li Sogo department store.

When I arrived at your counter near lunch time, the station was left empty. No sales representative was anywhere to be found. I had to wait for almost 30 minutes before a woman came back with her lunch box. As I inquired about recommended products, the saleswoman did not pay attention to my needs and hung around another counter instead. In the end, I had to look for the products by myself.

I spent a long time looking through your catalogs and picking up the clothes I like. But when I asked the salesperson for a try-on, she flatly said no. When I asked for a reason, she gave me the cold shoulders. Finally, I decided to leave, and I heard her speaking ill of me behind my back with several sales ladies of the next counter in an extremely loud voice. I was sure everyone could hear her, and this really made me feel very embarrassed.

I fully understand the hardships of the service industry and the difficulties of management, but I feel it necessary to inform you that the system of staff training and work supervision in your company obviously has problems. I would suggest that you look into these matters, not only for me but also for other customers who love this brand. I look forward to hearing from you.

Yours Faithfully,