



WEBSTER LUCAS <[REDACTED]>

McDonald's Response

2 messages

McDonald's [REDACTED]

Wed, Jan 29, 2014 at 6:13 PM

Reply-To: [REDACTED]

To: [REDACTED]

Hello Mr. Lucas :

Thank you for taking the time to share your recent experience at the McDonald's located at 11240 Glenoaks Blv. . As the General Manager of this restaurant, I hope you will accept my apology for your unsatisfactory visit.

Our goal is 100-percent customer satisfaction and that means friendly service with every visit without exception. McDonald's restaurant employees receive specific training in customer service. I'm sorry you feel we have let you down. Please be assured, I am following up at my restaurant to address this issue.

Your call serves as a valuable reminder that our customers are our number-one priority. We truly appreciate your feedback and again, thank you for taking the time to share your experience with us.

We hope to have the opportunity to serve you again in the future.

Leticia Barrera
McDonald's General Manager
Pacoima Glenoaks
[REDACTED]

WEBSTER LUCAS [REDACTED]

Thu, Jan 30, 2014 at 9:08 AM

Draft To: [REDACTED]

Good Morning, after I received your email I called the McDonalds in Pacoima and spoke with "Angel" (store manager) who despite the prior misconduct of his, he again was hostile and unreasonable. I simply don't understand, and it is sad that I encountered the now-current situation. Thank you, but I don't think that you will be successful in changing "Angel's deep-seated attitude towards customers. I am unable to work because of the undue mental anguish and the intentional infliction of emotional distress caused by your employee "Angel" who played around when I asked for the proper spelling of his last name.... that I still don't have. Take care.

[Quoted text hidden]

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