

Good morning,

My husband and I love your pizza and used to buy it at the Y location. I ordered many times and never had a problem. We were so excited when the X location opened because it is so much closer to our home.

The first time we ordered was a total disaster, but the place was brand new so we didn't think too much of it. The manager was very gracious on our next visit and we thought things would be OK. Well, they are NOT OK. We continue to have a problem of some kind with almost every order.

One time it was the order taker that I had to argue with for a good five minutes over the price of a 4-topping individual pizza. They insisted it was \$8.99 and would not budge. I finally had to say "Get your menu and look at the box for Individual Pizzas; go to the bottom and see where it says any 4 topping combination for \$6.99." "Oh, you're right, it does say that." NO KIDDING! Why is someone who is this unfamiliar with the menu allowed to take orders? We're not talking about a 12-page Applebee's menu here.

Another time it was the Pepperoni, Mushroom, Green Chile pizza that said so on the ticket but that was actually a Pepperoni, Sausage, Green Chile pizza that I had to pick the sausage off of--I really, really do not like sausage. Many other times it has just been having to give the order to someone who appears to have no idea what they are doing.

Last night was the final straw. The guy who took my order was completely clueless. I had to repeat everything at least twice (I don't mumble or have an accent and there was no background noise) because he had absolutely no listening skills. He had to put me on hold twice because he didn't know what to do. This was a SIMPLE order: one large Pepperoni/Green Chile and one large Beef/Jalapeno with no special requests whatsoever. When he told me the price was \$32-something I had to tell him that when you order two large pizzas the second one is \$10. This is not new, it has been the case ever since I've been ordering. How does he not know this?

When he said he needed to put me on hold (because he didn't know how to handle this), I asked for a manager. I asked the woman who said she was manager if this young man had been trained to take orders and she said "Off and on." Really? Mostly off, I would say. She wasn't particularly apologetic, but she corrected the price and I went to pick up my order. When I arrived there was a GIANT sign in the window advertising two large two-topping pizzas for \$22.99. Hmmm, that's what I ordered, but even the "manager" I spoke with had charged me the regular price. She quickly changed it when I asked about it, but I shouldn't have to ask--this isn't Papa John's where there are 15 different specials going on at any given time.

When I picked up the pizza a young man (who may or may not have been the one I originally spoke to) asked if I wanted cheese and peppers. I asked for only cheese and

he put a handful of packets in my box. When I got home, I ripped open a package and just before dumping it on my pizza realized it was peppers. Upon examining the packages I had been given, we had four peppers and one cheese. Not listening, not paying attention to what he was giving me, or being passive aggressive to teach me a lesson for complaining; I'm not sure which, but unacceptable regardless.

I'm sure if we went back and spoke to the real manager, he would offer us a discount, but I'm tired of discounts. I'm a great cook and I enjoy cooking. I don't order pizza because I'm craving pizza. I do it because my day has gotten out of control and I don't have any time left to make dinner. I'm not looking for a discount and if I wanted the cheapest pizza, I'd go down the street to Little Caesars. All I want is to get a meal that we will find acceptable ordered and picked up without having to stress over dealing with someone who is totally incompetent to do their job.

There is a Dion's half a mile away where we frequently order salads and subs. Their people are always competent, so I know that it is possible to get competent workers even in this neighborhood. We like your pizza a LOT better than Dion's, but honestly, I don't see myself ordering again anytime soon as it is just too aggravating.

On a positive note, a few weeks ago, I got a phone call from the Y store. I hadn't ordered there since the new store opened. They wanted to know if my last experience had been good or bad. I told them it had been great but I hadn't ordered again because a new store had opened close to my house. I thought it was pretty awesome that they took the time to look at their records and see that I had previously ordered fairly frequently and then suddenly stopped, so they wanted to see if there was a problem.

Or maybe it was just a random call, but it was still cool that they cared enough to ask. I don't trust the X store to be this proactive, so I'm letting you know. Because I am a marketing person, I assume you want to know when a store is doing such a poor job of employee hiring and/or training that it is tarnishing your brand.