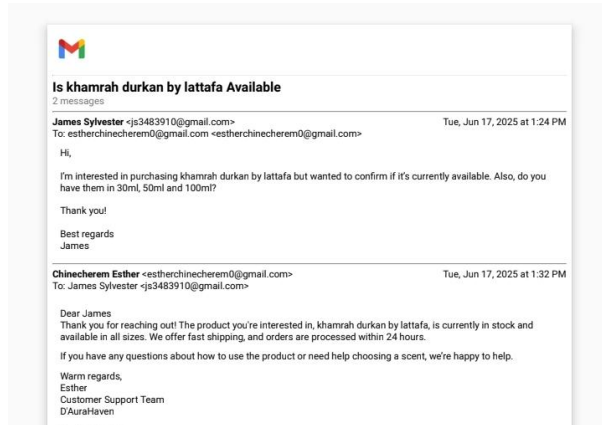


Week 2 task 1

Customer name: James

Business email: estherchinecherem0@gmail.com

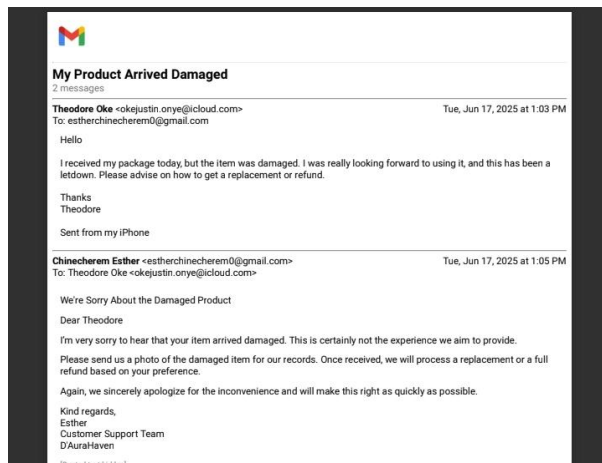
Subject: Is khamrah durkan by lattafa available?



Customer name: Theodore

Business email: estherchinecherem0@gmail.com

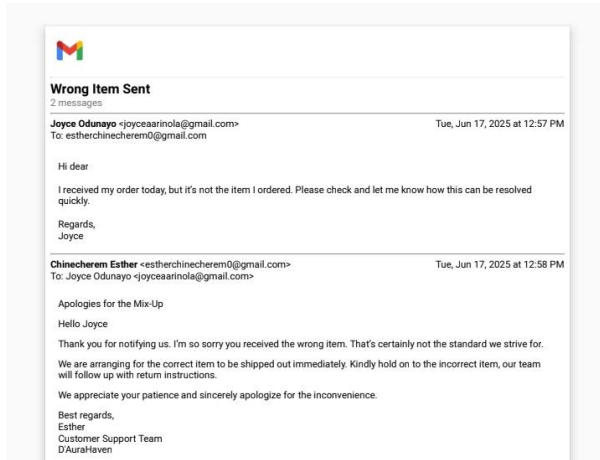
Subject: My product arrived damaged



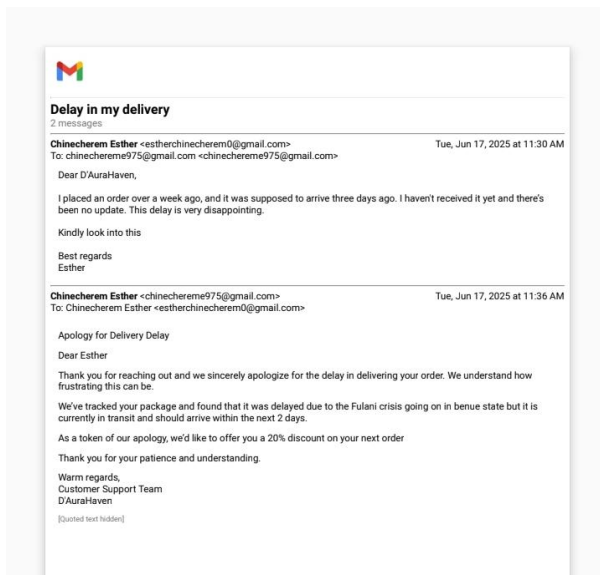
Customer name: Joyce

Business email: estherchinecherem0@gmail.com

Subject: Wrong item sent



Customer name: Esther
Business email: estherchinecherem0@gmail.com
Subject: Delay in my delivery



Customer name: Ogbu Chidinma
Business email: estherchinecherem0@gmail.com
Subject: Complaint about a rude staff



Complaint About a Rude Staff Member

2 messages

Chidinma Ogbu <chidinmaogbu70@gmail.com>
To: estherchinecherem0@gmail.com

Tue, Jun 17, 2025 at 1:49 PM

Dear Queen best babies team,

I had a very unpleasant experience with one of your staff members during my last interaction. Her name is Esther, she was rude and unprofessional, and I expected better service.

Please look into this.

Sincerely,
Ogbu chidinma

Chinecherem Esther <estherchinecherem0@gmail.com>
To: Chidinma Ogbu <chidinmaogbu70@gmail.com>

Tue, Jun 17, 2025 at 1:53 PM

We Apologize for Your Recent Experience

Dear Chidinma ogbu

Thank you for bringing this to our attention. I am very sorry to hear about your experience with our team. That is not the level of service we aim to provide.

We take feedback seriously, and we will be addressing this matter internally to ensure it doesn't happen again.

Your experience matters to us, and we would love the opportunity to make it right. Please accept our apologies and a 10% discount on your next purchase

Kind regards,
Esther
Customer Support Team
Queen best babies