

Title: Addressing Gaps in Service Delivery

Hello everyone,

Thank you for giving me the opportunity to speak today.

I would like to address some concerns regarding our current service delivery standards. Many of our customers have reported longer wait times than expected. This is not aligning with the standards we set for efficient service.

Additionally, there have been inconsistencies in the information provided to customers, leading to confusion and dissatisfaction. This highlights a need for better training and communication among our staff.

We need to prioritize resolving these issues to meet the expectations of our valued customers. Let's work together to ensure we consistently deliver the high-quality service that we promise.

Thank you.