

Ladies and gentlemen,

Today, I must address a pressing issue that cannot go unnoticed--our recent decline in customer service standards. It's come to my attention through numerous complaints and firsthand observations that our service is not meeting the expectations we have set for ourselves and promised to our clients.

We pride ourselves on excellence, and yet, we are falling short.

Customers are experiencing delayed responses, lack of follow-through, and a significant lapse in the quality of service that once distinguished us from our competitors. This is unacceptable.

Each of you has the potential to make a difference, to turn these challenges into opportunities for improvement. I urge everyone to reflect on what customer service truly means and to commit--today, not tomorrow--to delivering the high-quality service that our clients expect and deserve.

Thank you.