

Ladies and gentlemen,

Thank you for gathering here today. We have received some concerning feedback regarding instances of staff rudeness, and I want to address this issue directly.

First and foremost, I want to assure you that we take these complaints very seriously. Courtesy and respect are fundamental values of our organization, and any deviation is unacceptable.

To address this issue, we will be implementing the following corrective actions:

1. ****Training Sessions:**** All staff will undergo mandatory training to reinforce the importance of respectful and professional customer interactions.
2. ****Feedback System Improvements:**** We are enhancing our feedback system to encourage more immediate reporting of any similar incidents, allowing us to address issues promptly.
3. ****Regular Reviews:**** We will conduct regular performance reviews specifically focused on interpersonal interactions to ensure consistent adherence to our standards.

We are committed to creating a positive experience for everyone interacting with our organization. I ask for your cooperation and dedication to upholding these standards. Together, we can ensure a respectful and welcoming environment for all.

Thank you.