

Ladies and gentlemen, thank you for giving me the opportunity to address your concerns today. I want to sincerely apologize for any behavior from our staff that came across as rude or disrespectful. This is not the level of service we strive to provide, and it certainly does not align with our values.

We are genuinely sorry for any inconvenience this has caused you. Please know that we are taking immediate steps to address this issue, including additional training and support for our staff to ensure that such incidents do not recur in the future.

Your feedback is crucial, and we are committed to making improvements based on your experiences. We truly appreciate your patience and understanding as we work to make things right. Thank you for allowing us the opportunity to improve and serve you better.