

Issues Discussed Today

Jaime Barnhart <Jaime.Barnhart@theservicecompanies.com>

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To: Mizuho <mipota3@gmail.com>

Hello Mizuho,

I just wanted to let you know, I spoke with Chef Laurie and discussed the issue you have brought to me. In regards to the situation in which you had stated that you approached Chef Laurie and asked him if he could check to see if your guava puree had been ordered and he said he would look into it. I did ask him if he had been messaging Joel at that time and he said no, but also that he didn't directly state that he would text Joel right away, so it's possible that there was a miscommunication but he did state he was unable to reach Joel in general that evening because Joel had gone home for the day already. According to him, he did put in the order for this item, but that someone on the purchasing and receiving side went wrong, and therefore that is why the item wasn't able to be received.

He had let me know that when he found out the item wasn't going to come, that he did come up with a gameplan with you to be able to come up with a solution for the dish you were originally planning on using the guava puree for.

As for the order guides, he did state that on occasion certain items will either not be able to be ordered even when expected, or that there are many factors that could go wrong in regards to trying to request a certain item to be purchased.

In the future, whenever you do have certain issues, I would recommend coming to me as soon as you can make the time, so that way we can talk it out and avoid any further stress or harbored anger or sadness towards a certain situation.

Thank you,

Jaime Barnhart

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