

Chris Hodgkins
[REDACTED]
[REDACTED]
LONDON
[REDACTED]

The Manager
Waitrose
2 Alexandria Road
West Ealing
LONDON
W13 0NL

18 August 2011

Dear Sir or Madam

I had to do some shopping at the West Ealing branch of Waitrose on Saturday 6th August 2011 at circa 20.45. I went to the checkout to pay at circa 20.55. I was briskly informed that the till was closed although there was no sign to this effect. There was no prefix of "I am sorry". In fact the episode reminded me of the Will Hay film "Oh Mr Porter" when a young toff goes to the station ticket office and asks Moore Marriott "What time is the last train?" to which Marriott barks "last train's gone" and promptly brings the shutter down with a bang.

I think it behoves Waitrose that if they are going to charge premium prices then they should provide a premium service. Instead of closing checkouts at 20.55 they should be opening them.

Yours faithfully

Chris Hodgkins

Chris Hodgkins
[REDACTED]
[REDACTED]
LONDON
[REDACTED]

The Manager
Waitrose
2 Alexandria Road
West Ealing
LONDON
W13 0NL

22 September 2011

Dear Sir or Madam

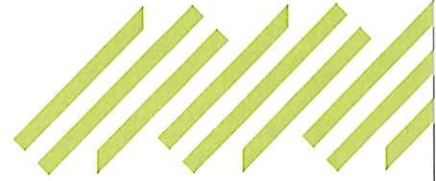
I wrote to you on the 18th August 2011 and have yet to receive a reply. I enclose a copy of my letter.

Yours faithfully

Chris Hodgkins



Waitrose



Mr C Hodgkins

[REDACTED]

LONDON

[REDACTED]

26 September 2011
1-105271991-7

Dear Mr Hodgkins

As you would imagine, I was most concerned to learn of the problems you experienced at our West Ealing branch. This was obviously annoying, and I hope that you will accept my sincere apologies for the disappointment caused, but very much appreciate the matter being brought to my attention.

Clearly, this standard of service is unacceptable. I have discussed this matter with Chris Dey, Department Manager, and if you would like to ask for him when next visiting the branch, he would appreciate the opportunity to discuss the matter further with you in person. In the meantime I really am very sorry that we have failed to provide you with the quality of service you rightly expect from Waitrose and I hope you will accept the enclosed voucher, which can be used towards some future purchases of your choice in any Waitrose branch.

Finally, I would like to thank you again for taking the trouble to bring this matter to my attention, and I hope that this unfortunate incident will not deter you from continuing to shop with us in the future. I can assure you of our continued commitment to providing you with the quality of service and merchandise you expect from Waitrose.

Yours sincerely

Stephen Cutter
Customer Sales and Support Centre

Enclosed Voucher: £10.00
764 F

Food shops of the John Lewis Partnership
Customer Sales and Support
Bracknell, Berkshire RG12 8YA
Telephone 01344 825232
Facsimile 01344 824978
email customersupport@waitrose.co.uk
www.waitrose.com

Chris Hodgkins
[REDACTED]
[REDACTED]
LONDON
[REDACTED]

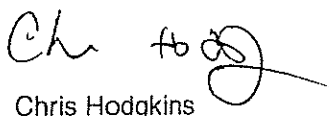
Stephen Cutter
Customer Sales and Support
Waitrose
Bracknell
Berkshire
RG12 8YA

6 October 2011

Dear Mr Cutter

Very many thanks for your letter of the 26th September 2011. I am confident that an organisation such as John Lewis will sort out this small problem. Thank you also for the £10 voucher which was a very nice gesture and greatly appreciated. At the risk of being churlish I am returning it; perhaps you could put the sum instead towards a Waitrose charitable cause.

Yours sincerely


Chris Hodgkins