



Suburban Express Customer Service Department,

I am contacting you with regards to the rude and uninviting service I received riding your bus line yesterday, May 12th 2013 at 11 AM departing from U of I and arriving at O'hare Aiport. Firstly, to place partial blame on myself, I had not printed my ticket. I, instead, had a copy of my ticket on my phone, something that I had done before on Suburban Express without issue. In attempting to work out this situation, I received the worst customer service I have ever received in my life by any company.

I immediately explained my situation, saying that I had done this before without problem and asked how I could possibly remedy the situation. Rather than being helpful in anyway, or giving me any sort of advice, the employee was disgusting, using profane language and threatening to not even let me on the bus once I was able to present my printed ticket. Understandably, I was appalled. As a customer of your company, I expect fair and reasonable service regardless of my circumstances.

The employee I "dealt" with looked to be approximately college age, a man with short hair, I'm sure you can figure out who it was. In light of the recent controversy surrounding Suburban Express in the media, the last thing I expected were issues with customer service. Although I may have been just another college student that he thought he could be vulgar and disrespectful towards, he was mistaken. I am president of a 90 man fraternity on campus and with a single email, I can reach out to every fraternity and sorority member on campus, a total of over 8,000 students, over 25% of U of I undergraduates. If I do not receive good feedback from Suburban Express with regards to this complaint, I will be forced to take this action. I do not expect a refund, as I was ultimately able to get to O'hare after having to run around campus to print my ticket, then waiting while your employee had the nerve to stare at me as if he was going to deny entry to a paying customer. I expect this employee to be reprimanded for his actions. He is perpetuating a rumor that I do not believe to be true - that Suburban Express has poor customer service.

I have taken Suburban Express many times and will happily take it again many more times if this is handled appropriately. The treatment I received does not deserve a second chance and I can say confidently that I am not the first person to be wronged by this employee. Plain and simple: If this employee is not fired, you stand to lose as many as 8,000 customers.

I would be happy to elaborate on my experience or answer any questions either via email at mulreed1@illinois.edu or by responding to this letter by the return address.

Sincerely,

Christopher D. Mulreed

MAY 1 1981

The first part of the report is a summary of the work done during the last year. It covers the general situation of the company, the results of the various projects, and the progress of the research and development work. The second part is a detailed account of the work done during the last year, and the third part is a summary of the work done during the last year.

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