



e. I showed her the copy of the k-mart receipt so that I could get these items pricematched. Tiffany told me that she had to get a manager's approval. Five minutes later, Cissie Leyva (Area 4 manager) approached me. Cissie told me that she could not give me a pricematch because that was not the original receipt. Cissie said verbatim, "That receipt came off a computer, so I can't give you a pricematch. It may not be real." Yes, your manager implied that I was trying to commit an act of fraudulent activity. I told Cissie to look at the receipt. The receipt has the store number. This receipt also has the UPC codes which exactly matches the items that I desired to purchase. The receipt has a number on it, and other things that k-mart receipts usually has. That did not matter to Cissie Leyva, though. Cissie said that she was not going to do it. I told Cissie that I had to write down this information because I had already been in contact with k-mart's home office. She seemed shocked. I took down her name, the store number, and the reason that she could not accommodate my wish. =20

Then, I left the store. However, I immediately went back inside to get more information. As I walked to the customer service desk, I overheard Cissie discussing what she thought of me to another employee. I did not say a word. I just went to the customer service desk. Margerite (soft lines manager) and Janice were among the workers in this area. I just asked to see a copy of the pricematch policy. Janice asked me if I was the lady who brought in the receipt. I said yes. Then Margerite told me that she could tell me what I needed to know. Margerite further added that she did not know why Cissie did not grant my request, but she could not override it. I asked Margerite if she could just show me a copy (any written words) of the k-mart pricematch policy. She said no. So, I said, "Don't you have some kind of copy at the customer service desk?" Once again, Margerite blurted "no". Again I asked, "Is there a copy of the pricematch policy in any area of the store?" Margerite impatiently said "no". =20

Cissie made it to the customer service desk and asked Margerite what was the problem. Margerite told Cissie that I wanted a copy of the pricematch policy. Cissie said, "I don't know if I could find a copy, but I will try". She began to look for it in a white notebook. I stood there for ten minutes just being ignored as if I did not exist. Then, I asked for the home office number. Janice replied, "It's 1-800-643-kmart". I went outside to call just to find out that I have been given a wrong number. So, I went back inside just to overhear the Cissie, Margerite, Janice, and the several other k-mart employees (who should have been working since the store was so crowded) were discussing me with other customers. YES, THIS K-MART IS A REGULAR TALKSOUP GOSSIP CHANNEL! I ignored their ignorance and asked Cissie for the home office number. She said, "It's 1-800-63-kmart". Then Cissie said the pricematch policy is right above our heads. I said, "Margerite, you told me that there was not a pricematch policy in the store". She just looked at me with deep-creased frowns in her forehead as if she was really annoyed. YOU KNOW THESE PEOPLE ACT AS IF THEY ARE CEOS WHEN THEY ARE NO MORE THAN A FINGER PUNCHER ON THE CASH REGISTER. I DON'T KNOW WHY I RECEIVED SUCH HARSH TREATMENT ESPECIALLY SINCE I AM THE REASON THAT THEY DO HAVE A JOB, BUT I DO KNOW THAT I WILL NOT TOLERATE DISRESPECT NOR FALSE ACCUSATIONS (CISSIE, YOU SHOULD NEVER ACCUSE ANYONE OF ANYTHING BEFORE YOU HAVE REAL PROOF!). =20

THE MORAL OF THIS STORY IS "DON'T CUT OFF THE HAND OF THE PERSON WHO FEEDS YOU". BY NOW, YOU HEAD K-MART PERSONNEL SHOULD SEE THAT YOU HAVE A REAL PROBLEM IN A LOT OF YOUR STORES. CONSUMERS DO K-MART EMPLOYEES A FAVOR BY BUYING MERCHANDISE SO THAT THEY CAN KEEP A JOB. K-MART EMPLOYEES RETURN THAT FAVOR WITH DISRESPECT AND UNDIGNIFIED BEHAVIOR. THIS WILL DEFINITELY CHANGE. I AM ONLY ONE, BUT THERE ARE MANY OTHERS. AND WE WILL TAKE NO MORE. IF YOU DON'T APPRECIATE OUR BUSINESS, WE WON'T DO BUSINESS WITH K-MART ANYMORE! =20

I seriously doubt that I will ever buy from your store again, and I will urge everyone I know to steer clear as well. In the past, quite frankly, I've been very dissatisfied with you. =20

