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Received: from e3000b.state.ms.us
       by governor.state.ms.us; Sun, 16 Dec 2001 02:10:27 -0600
Received: from mx1.its.state.ms.us (mx1.its.state.ms.us [192.42.4.253])
       by e3000b.state.ms.us (8.10.0/8.10.0) with SMTP id fBG8JC901658
       for <governor@governor.state.ms.us>; Sun, 16 Dec 2001 02:19:12 -0600 (CST)
Received: from mta01.usi.net (csuaim02.usi.net [209.62.128.68])
       by mx1.its.state.ms.us (8.10.0/8.10.0) with ESMTP id fBG8Ffb08152
       for <governor@governor.state.ms.us>; Sun, 16 Dec 2001 02:15:41 -0600 (CST)
Received: from msubwt01 ([209.62.154.84]) by mta01.usi.net with ESMTP
        id <20011216081149.WVTF21717.mta01@msubwt01>
         for <governor@governor.state.ms.us>;
         Sun, 16 Dec 2001 00:11:49 -0800
Message-ID: <14057992.1008490692843.JavaMail.root@msubwt01>
From: Demetris Bryson <moomie1991@aol.com>
To: Ronnie Musgrove <governor@governor.state.ms.us>
Subject: Demetris Bryson Wanted You To Know About This!
Mime-Version: 1.0
Content-Type: text/plain; charset=iso-8859-1
Content-Transfer-Encoding: quoted-printable
Date: Sun, 16 Dec 2001 00:11:49 -0800
You're receiving a copy of this letter written via PlanetFeedback.com becau=
se Demetris Bryson considers you someone who should be aware of this experi=
ence with Wal-Mart.
Please handle this letter the same as you would handle any other type of co=
nstituent feedback.
To learn more about our services, visit our home page at http://www.planetf=
eedback.com, the leading online consumer feedback Web site.=20
December 16, 2001
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H. Lee Scott, CEO

TO:

FROM:

Wal-Mart 702 Southwest Eighth Street

Bentonville, AR 72716-8611

Demetris Bryson 5501 North Court Street Biloxi, MS 39530 2284329699

moomie1991@aol.com

RE: PLANETFEEDBACK REFERENCE NUMBER 1171301=20

Dear Mr. Scott,

I would like to bring your attention a complaint I have about the staff att= itude/knowledge at your store, located at Gulfport, Ms on highway 49.. Spec= ifically, I'm writing about rude/unhelpful staff. I am extremely upset abou= t this, and I hope you are able to resolve this situation.

I actually went to two of your wal-marts in a two day timeframe. wal-mart was in Gulfport, Ms. I went to pricematch the Leappad made by le= apfrog. I went to the register in electronics to attempt my purchase. I s=howed the cashier a Bestbuy.com ad that displayed their price as being 9.50= . This young lady said that wal-mart did pricematch, but she did not if he=

asked her where was the written price matching policy. Afterall, wal-mart = is supposed to be a professional business. And one would think that writte= n policies are a part of being professional. THIS CASHIER TOLD ME THAT SHE= HAD NEVER SEEN IT. HOW IN THE WORLD CAN THAT BE? DON'T YOU TRAIN YOUR AS= SOCIATES, OR DO YOU JUST STICK THEM BEHIND THE CASH REGISTER TO DO "JOB-ON = TRAINING". Eventually, a manager came over by the name of Nelson. son told me arrogantly, "Wal-mart does not have to price match this item". = I said why, and he said that it is understood that there are certain thing= s that they would not do. I told Nelson that I was not satisfied and that = I was going to call home office. AND NELSON SAID EVEN MORE ARROGANTLY, "GO= AHEAD". He also said that the price match policy was at the customer serv= ice desk. I went there and asked an employee if I could see it. And she a= sked me WHY (WHAT IS WRONG WITH YOUR EMPLOYEES). I abliged her curiousity a= nd told her the reason. She told me that she could tell me the pricematch =policy. So, I just let her talk. After she finished, I asked her if I cou= ld see it again. She told why do you need to see it when I just told you w= hat it was. Finally, YOUR WAL-MART EMPLOYEE DECIDED TO TELL ME WHERE TO GO= . GUESS WHERE? She told me to go outside and let over the doors. So, I d= id. And there was nothing out there. I immediately called home office and= spoke with a representative named Crystal. I explained to Crystal what ha= d happened. And she apologized. Crystal also told me to go back inside to= the customer service desk. She said that she would email the managers so = that they could accomodate my price match request. I went back inside to t= he customer service desk just to be given the 20/20 by another one of your = so-called hardworking customer service representatives. This employee call= ed a manager. Eventually (after he finished sleeping or something--20 minu= tes later), the manager showed his face. He did not have a name tag on, no= r did he introduce his self. HE DID HOWEVER TELL ME HOW HE RUNS HIS STORE = WHICH MEANT THAT I WAS NOT GETTING MY PRICEMATCH. I ASKED HIM IF I COULD S= EE THE PRICEMATCH POLICY. HE TOLD ME THAT HE COULD TELL ME. I TOLD HIM I = JUST WANTED TO SEE IT. HE TOLD ME THAT HE DID NOT HAVE TO SHOW ME THE POLI-HE FURTHER ADDED THAT SOME THINGS ARE SECRETS OF WAL-MART THAT SHOULD = NOT BE TOLD. HE SPARED NO EXPENSE OF DISRESPECTING ME IN FRONT OF OTHER CU=STOMERS. I GUESS HE DECIDED TO HAVE A SHOW. =20

r manager would let her since the scan price displayed it as 39.94. So, I =

Let me tell you that I have spent thousands of dollars in Wal-mart in just = a couple of months. AND I WILL NOT PAY FOR DISRESPECT. AS A CONSUMER, I E= MPOWER WAL-MART TO OPEN DAILY, TO BE ABLE TO HIRE THESE UNTRAINED EMPLOYEES=, TO BUY INVENTORY. I AM WAL-MART SECRET POWER AS WELL AS OTHER CONSUMERS.= I WILL GET THE RESPECT AND DIGNITY THAT I DESERVE. AND WAL-MART WILL HON= OR THEIR PRICEMATCHING POLICY. YOU MADE THAT RULE, AND I WON'T LET YOU BRE= AK IT. =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'vebeen very dissatisfied with you. Usually, I visit your store more than 15 = times per month. I spend more than \$80.

Here's what I'd like to see Wal-Mart do about this: I WANT THOSE ITEMS THAT=
I ATTEMPTED TO PURCHASED TO BE PRICEMATCHED. I WANT DISCIPLINARY ACTIONS =
TO BE BROUGHT AGAINST THOSE EMPLOYEES LOCATED IN THE WAL-MART IN GULFPORT, =
MS ON HIGHWAY 49. I HAVE ALREADY REPORTED THIS TO YOUR HOME OFFICE TWICE. =
SO FAR, I HAVE NOT GOTTEN ANY RESPONSE. I GUESS I CAN SEE WHERE THE ROOT =
OF THESE UNEHTICAL BUSINESS PRACTICES LIE.=20

Thank you for your attention to this matter. I look forward to your prompt = response.

Sincerely, moomie1991@aol.com

CC: Gene Taylor Ronnie Musgrove PlanetFeedback.com helps consumers focus and direct their feedback to companies. It keeps people and organizations who are interested in consumer issues informed of the public's experiences and opinions. Involving people and = organizations like you helps consumers become even more influential.

Perhaps you can help this constituent directly. Perhaps it's simply helpfule for you to know the kinds of feedback your constituents are giving and the companies they are writing to.