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Received: from e3000b.state.ms.us
       by governor.state.ms.us; Sun, 16 Dec 2001 18:19:12 -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 fBH0SB910640
       for <governor@governor.state.ms.us>; Sun, 16 Dec 2001 18:28:11 -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 fBH00db28715
       for <governor@governor.state.ms.us>; Sun, 16 Dec 2001 18:24:39 -0600 (CST)
Received: from msubwt01 ([209.62.154.84]) by mta01.usi.net with ESMTP
         id <20011217002046.XCVL21717.mta01@msubwt01>
         for <governor@governor.state.ms.us>;
         Sun, 16 Dec 2001 16:20:46 -0800
Message-ID: <18743156.1008548830366.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 16:20:46 -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 Kmart.
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
TO:
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Charles C. Conaway, CEO Kmart 3100 West Big Beaver Road Troy, MI 48084

FROM: Demetris Bryson 5501 North Court Street Biloxi, MS 39530 2284329699 moomie1991@aol.com

RE: PLANETFEEDBACK REFERENCE NUMBER 1171822=20

Dear Mr. Conaway,

I would like to bring your attention a complaint I have about the staff att= itude/knowledge at your store, located at Store #3757 in LongBeach, Ms.. Sp= ecifically, I'm writing about rude/unhelpful staff. I am extremely upset ab= out this, and I hope you are able to resolve this situation.

Dear Mr. Conaway,

I have written previously about my experience with the k-mart that is locat= ed in Mobile, Al. This time, my horrible experience happened with the k-mar=

t (#3757) in LongBeach, Ms. I went to purchase the mindstation and the turb= o twist today (12/16/01). This time I had a copy of another k-mart receipt =which displayed both prices as being 9.99. I went through Tiffany's line. 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. Fiv= e minutes later, Cissie Leyva (Area 4 manager) approached me. Cissie told m= e 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 th= at I was trying to commit an act of fruadulent activity. I told Cissie to l= ook 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 usual= ly has. That did not matter to Cissie Leyva, though. Cissie said that she w=as not going to do it. I told Cissie that I had to write down this informat= ion because I had already been in contact with k-mart's home office. She se= emed shocked. I took down her name, the store number, and the reason that s= he could not accomodate 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 pricema=
tch policy. She said no. So, I said, "Don't you have some kind of copy at t=
he customer service desk?" Once again, Margerite blurted "no". Again I aske=
d, "Is there a copy of the pricematch policy in any area of the store?" Mar=
gerite impatiently said "no".=20

Cissie made it to the customer service desk and asked Margerite what was th=

e problem. Margerite told Cissie that I wanted a copy of the pricematch pol= icy. Cissie said, "I don't know if I could find a copy, but I will try". Sh= e began to look for it in a white notebook. I stood there for ten minutes j= ust 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-mar= t employees (who should have been working since the store was so crowded) w= ere discussing me with other customers. YES, THIS K-MART IS A REGULAR TALKS= OUP GOSSIP CHANNEL! I ignored the their ignorance and asked Cissie for the = home office number. She said, "It's 1-800-63-kmart". Then Cissie said the p= ricematch 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 FIN= GER PUNCHER ON THE CASH REGISTER. I DON'T KNOW WHY I RECEIVED SUCH HARSH TR= EATMENT 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!). FORGET TO MENTION THAT I DON'T KNOW IF THE FACT THAT EVERYONE AT THE CUSTO= MER SERVICE DESK WAS ONE RACE AND I WAS ANOTHER IS THE REASON THAT I WAS GI= VEN SUCH A HARD TIME? BUT WOULDN'T THAT BE A GOOD QUESTION TO RAISE? DO YOU THINK OTHER CONSUMERS WILL PERCEIVE THIS?

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 FASOR WITH DISRESPECT AND UNDIGNIFIED BEHAVIOR. THIS WILL DEFINITELY CHANGE. IT AM ONLY ONE, BUT THERE ARE MANY OTHERS. AND WE WILL TAKE NO MORE. IF YOU BOON'T APPRECIATE OUR BUSINESS, WE WON'T DO BUSINESS WITH K-MART ANYMORE!=20

THE MORAL OF THIS STORY IS "DON'T CUT OFF THE HAND OF THE PERSON WHO FEEDS =

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. =20

Here's what I'd like to see Kmart do about this: I want disciplinary actions to be taken against the k-mart employees mentioned above. I want k-mart to honor its word by giving me the pricematch on the merchandise that I attempted to purchase on 12/16/01. I want to be treated with the dignity and the e respect that I deserve when I enter any k-mart store. I WANT TO BE ABLE TO EXECUTE MY CONSUMER'S RIGHTS WITHOUT ANY HASSLE. THEY ARE MY RIGHTS, AND SOURCE CAN TAKE THAT AWAY! AND I DEFINITELY WILL NOT LET PEOPLE WHO I GIVE FINANCIAL STABILITY TAKE THAT AWAY FROM ME!=20

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

Sincerely, moomie1991@aol.com

CC:
Gene Taylor
Thad Cochran
Trent Lott
Ronnie Musgrove
Eric Clark

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.