```
Received: from e3000b.state.ms.us
       by governor.state.ms.us; Sun, 23 Sep 2001 16:56:19 -0500
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 f8NLuJl15114
       for <governor@governor.state.ms.us>; Sun, 23 Sep 2001 16:56:19 -0500 (CDT)
Received: from mta02.usi.net (msubim01.usi.net [209.62.150.68])
       by mx1.its.state.ms.us (8.10.0/8.10.0) with ESMTP id f8NLs7L25401
       for <governor@governor.state.ms.us>; Sun, 23 Sep 2001 16:54:07 -0500 (CDT)
Received: from msubwt01 ([209.62.154.84]) by mta02.usi.net with ESMTP
         id <20010923215716.YINN944.mta02@msubwt01>
         for <governor@governor.state.ms.us>;
         Sun, 23 Sep 2001 17:57:16 -0400
Message-ID: <6684870.1001282154353.JavaMail.root@msubwt01>
From: Susan Wenninger <buckreb@cs.com>
To: Ronnie Musgrove <governor@governor.state.ms.us>
Subject: Susan Wenninger 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, 23 Sep 2001 17:57:16 -0400
You're receiving a copy of this letter written via PlanetFeedback.com becau=
se Susan Wenninger considers you someone who should be aware of this experi=
ence with Denny's Restaurant.
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
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September 23, 2001

TO: James B Adamson=20 Denny's Restaurant

203 East Main Street

Spartanburg, SC 29319-9966

FROM:

Susan Wenninger 13005 Southern Pine Rd Vancleave, MS 39565 228-826-0012 buckreb@cs.com

RE: PLANETFEEDBACK REFERENCE NUMBER 1046697=20

Dear Mr. Adamson,

When I spend my hard-earned money on a meal out, I expect a good time and gereat service. Unfortunately this did not occur for us at your restaurant. Tehis took place at your restaurant on Washington Ave Ocean Springs MS.

My husband and I and two of our friends went to Denny's on Washington Avenue e in Ocean Springs Mississippi on Friday September 21,2001. We arrived at 9=:30 PM and the restaurant only had two other people who were dining. We placed our order at 9:40 which included an appetizer, at 10:30 we still did ne ot have any of our meal. The waitress had told the cook at 10:15 to cancel the chili cheese fries because we did not want them. We did not cancel them

. I had ordered a crispy chicken salad and was told at 10:35 they had no chicken. I ordered it an hour previous. Our friends had ordered steak Rare done and we were told that the order took longer because they ordered steak. = When the food finally showed up an hour after we had ordered it, the steak was well done, the salad had been canceled because they had no chicken and decided not to let me know or ask me if I would like anything else, they he ad canceled our appetizer, and our drinks were all empty. Then they did not even bring any silverware. I would hate to see what would happen if this = place was busy. I insisted on speaking to the manager and they sent out the cook. She was an older lady of about 60-70 years old and she said that they are training. That is not acceptable. We left and had to go order food at another restaurant and will never eat at Dennys again. This is the crappiest service I have ever had in my life.

I've never had a great impression of your restaurant before. I doubt I will= return there to eat , and I don't plan on recommending it to other people.= =20

Please pass along this complaint to everyone who should see it.

Sincerely, Susan Wenninger buckreb@cs.com

CC: Ronnie Musgrove Trent Lott

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.