

Sample essay on catalyst software systems, inc.

[Business](#), [Company](#)



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170 Butler Court, Claremont, CA. 91711

Carmen Arno,

President, Paystaff, Inc.,

4310 Wiley Post Road, Dallas, Texas 75244

Dear Sir,

Ref: Premier One Contract Status

I hereby express my heart-felt apologies for the inconvenience we caused you. I understand that you are distressed that your latest attempts to reach our leading sales representative, Mr. Andy Lee, have been unfruitful. In reference to your letter dated 30th September 2014, you expressed concerns that you had devoted considerable staff time and expenses in readiness for the Premier One installation, which was to take place on 23rd of September 2014 but which did not take place as expected.

I recognize the shortcomings on our part in failing to communicate early as required. The company was carrying out a project review when the matter was realized. It is so unfortunate that Mr. Andy Lee terminated his contract with the company prematurely without communicating the exact date that

this installation was to take place. During the review, we also noted that there were no dates that had been entered on your contract forms. This resulted in the unprecedented skipping of the important software installation. To this effect, I sincerely apologize for the anomalies that arose leading us to not honor the start date. To eliminate such anomalies in the future, the company has set up an automated system that enters all the installation dates of our clients thus eliminating paper work. This will go further in assuring our customers of our endeavor to be proactive to issues that arise as we embrace innovative techniques for better service delivery. I thank you so much for highlighting the matters above. More than ever, we are fully committed to continually providing superior customer service as well as improving communication between us and our customers. This will be boosted by the newly established department of enquiries that will link our sales representatives and customers via the automated system. By so doing, all our customers will feel safe and comfortable that any contract entered will be honored within the scheduled date(s). To this effect, I will therefore action for you the start date of the software installation by Wednesday 22nd October 2014. Meanwhile, you are welcome to call us on our new enquiry department numbers for any clarification on the same. I once more thank you for your patronage and for the opportunity you have given us to serve you better. We look forward to having a close business relationship for many years to come.

Michele Boprey,

Vice President for Sales and Marketing.