

Dear Bob,

Hi, my name is Donna and I was in your store on Fri. Aug. 14 at 8:00. First of all, I would like to thank you for taking the time to speak with me about entering your store without a mask and the reason why. I appreciated you explaining to me what you were told by the Board of Health. I understand that it is an extremely difficult time for everyone especially businesses because they are being threatened by the Board of Health that they could be shut down, or as you shared with me, they could close certain areas of your store. I also understand that in the Department of Public Health's **guidance** for wearing face masks in public settings it states, "Exceptions for wearing face masks include situations that may inhibit an individual from wearing a face mask safely. These may include, but are not limited to: Those who cannot breathe safely." Etc...

Bob, I know you understand this, but it is clear that one of your staff do not. I have been coming to your store for gas since it opened. I walk in, tell a clerk how much gas I want, and leave. Until Fri. Aug. 14th I have been extremely satisfied with the service I have received and have felt warmly welcomed and sent on my way with a cheery, "Have a nice day!"

I want to share with how I was greeted on Fri. by a clerk. You asked me in our conversation why I didn't say anything and I said because I wasn't given the opportunity. This is what happened. I entered, the first thing I made sure of was I was socially distancing. There was no one in front of me but a woman entered from behind. A clerk yelled at me, "No mask, no service!" I can assure you she wasn't going to let me get any closer and wasn't interested in what I had to say. I was by the door where the first social distancing marker is. I said, "I want to talk to a manager." She motioned with her hands, "No mask, no service!" I had to yell, "I want to talk to the manager." She said something like, "Oh, you will." Is this any way for a person to be welcomed into a business establishment? I was humiliated and felt harassed. Is this the kind of treatment I can expect to receive at your store when I enter in the future without a face mask? Because if it is, please call ... and let me know and I will take my business elsewhere.

I looked up the stores business motto and it reads, "Putting customers first with the best customer service in the retail industry." I hope to receive this kind of treatment next week, unless I hear from you before then.

Thanks again for your kind attention Bob.

Sincerely,
Donna

*Small Victory: A few days later Bob left a message on my machine saying he talked to the clerk and she said she was sorry and won't ever act that way again. All day long she had been dealing with people entering the store without masks. He apologized again, and said he wanted me to continue to shop with them, and if I had any questions to please call him at the store.

I'm glad he responded in this way because I was prepared to go to the District Manager and the Board of Health.