

Hi Shannon. I'm so sorry to hear you're having trouble with your manicure. Let me get in touch with Joanne and get an answer for you. Thank you!

Hi Shannon. On behalf of Joanne, we apologize that you're having trouble with your nails again. We understand that it's disappointing and frustrating for you. However if you would stop in any time this week we'd appreciate the opportunity to correct the problem for you. Also, in the future when you call to make appointments, can you please ask to speak to Joanne? It could help us to ensure you'll have a better experience next time. Thank you again Shannon for reaching out to us, and for the chance to rectify the problem. Have a lovely evening.

THU 5:21 PM

Thank you so much. I will try and get in this weekend to have them touched up!

FRI 8:51 AM

