**SALES REPORT IN LETTER FORM**

25th, May 20XX

Managing Director  
Opex Apparel Ltd.  
Dhanmondi, Dhaka.

**Ref: Negligence of duty by the staff in our Uttara Showroom.**

Dear Sir,

In accordance with” your instructions, I personally visited our Uttara showroom to look into its functioning. I have carried out some investigation and therefore submitting my report hereunder.

A number of worthy customers purchased some exclusive garments but found some problems with fitting after purchase. They tried their best to return the garments but failed because there was no attendant to take the complaint and providing the change. As a result, they made a phone call to our complaint department and filed complaints regarding this issue.

In our Uttara branch, there is only one attendant named Mr. Saker to handle the after-sales service. He has been found to be irregular for the last three (3) months. As a result, our customers are getting dissatisfaction causing a decrease in our sales. In this age of competition, losing customers means “Red Alert to the business.

I have no hesitation to recommend that Mr. Saker may be served with a notice and a really efficient and active man may be sent there for proper functioning.

I hope that quick action will be taken based on my recommendation for the betterment of our company.

Yours faithfully

M. A Khan Secretary