

18 Sunset Drive
Smithstown
Hertfordshire
SG22 6PY

Mexicana
24 Middle Central Street
Boxtown
Hertfordshire
SG21 3DE

24th June 2020

To whom it may concern,

I ordered from your restaurant, Mexicana, on Friday 19th June. My order consisted of two portions of Nachos with dips, a portion of chilli tacos, three portions of rice and an adult's sized enchilada tray.

I placed the order online at 5pm and was advised it would be delivered by 5.30pm. I understand that at the moment delivery times are varied because of the virus, but I was extremely disappointed to not receive my food for three hours after I ordered. I tried calling your restaurant to chase up the delivery but there was no reply. I also attempted to send a message by email, again there was no response.

Once the food arrived, your delivery driver left the food on the doorstep, but they made no attempt to ring my bell or knock to say it was there. I only know what time it arrived because the sensor on my doorbell alerted me to someone being outside.

I had no chance to check the food and make any comment to the driver as he had left before I had a chance to catch him.

After sorting out the dishes, we realised that one meal (Enchiladas) was missing completely, the dips for the nachos were not in the bag and the majority of the items were stone cold and inedible. The only item that was possible to eat were the tacos.

I am extremely disappointed with this service because we have ordered from you many times before without a problem. I do understand the difficulties in dealing with things at the moment because of the coronavirus situation, but I am very surprised that there was no way for me to speak to someone about this matter both at the time and now.

May I suggest going forward that you have a system in place where customers can call you to check on the status of their delivery and to also speak to you if their order is incorrect in some way. I would also recommend that your driver alerts your customers to the fact that they are there with the food. If they are uncomfortable ringing a doorbell or knocking, I think it would be a good idea to equip them with protective equipment such as gloves and a mask in order to carry out their job safely.

I look forward to hearing from you in response to this matter in the very near future.

Yours faithfully,
Jessica Shephard