

Kit,

I am but a humble tailor, and by 'humble,' I mean that this store would fall apart without me. I know you never want to tell a customer 'no', but if I've told you this once, I've told you this a million times! We *cannot* alter and press clothing for a customer if the clothing isn't clean. It's not that hard to tell them that they need to get their garments dry-cleaned before they bring them in, rather than all this back-and-forth that has to happen every time. Just explain to the customer that if they bring in clothes with stains or other stuff on them, and those clothes are pressed, they will be pressed in there forever. And then whose fault is it? Mine! Besides, having to work on dirty clothes like that isn't fair to me. It happened again this week with one of your customers, the gentleman who brought his pants in four days ago - there are stains all over them!! You think giving customers whatever they ask for is good for the store, but it's *not*! You have *got* to think about HOW MUCH MONEY we're losing from this - it just keeps getting WORSE AND WORSE! Since you refuse to take this seriously, I won't be pressing anything until you sort it out. And if you think any of your minions will do it, I've locked the press up, so don't get any ideas. Let me know when you're ready to step up and be a leader.

Jenny