



t (#3757) in LongBeach, Ms. I went to purchase the mindstation and the turbo twist today (12/16/01). This time I had a copy of another k-mart receipt = which displayed both prices as being 9.99. I went through Tiffany's line. I = showed her the copy of the k-mart receipt so that I could get these items = pricematched. Tiffany told me that she had to get a manager's approval. Fiv = e minutes later, Cissie Leyva (Area 4 manager) approached me. Cissie told m = e that she could not give me a pricematch because that was not the original = receipt. Cissie said verbatim, "That receipt came off a computer, so I can = 't give you a pricematch. It may not be real." Yes, your manager implied th = at I was trying to commit an act of fraudulent activity. I told Cissie to l = ook at the receipt. The receipt has the store number. This receipt also has = the UPC codes which exactly matches the items that I desired to purchase. = The receipt has a number on it, and other things that k-mart receipts usual = ly has. That did not matter to Cissie Leyva, though. Cissie said that she w = as not going to do it. I told Cissie that I had to write down this informat = ion because I had already been in contact with k-mart's home office. She se = emed shocked. I took down her name, the store number, and the reason that s = he could not accomodate my wish.=20

Then, I left the store. However, I immediately went back inside to get more = information. As I walked to the customer service desk, I overheard Cissie = discussing what she thought of me to another employee. I did not say a word = . I just went to the customer service desk. Margerite (soft lines manager) = and Janice were among the workers in this area. I just asked to see a copy = of the pricematch policy. Janice asked me if I was the lady who brought in = the receipt. I said yes. Then Margerite told me that she could tell me what = I needed to know. Margerite further added that she did not know why Cissie = did not grant my request, but she could not override it. I asked Margerite = if she could just show me a copy (any written words) of the k-mart pricema = tch policy. She said no. So, I said, "Don't you have some kind of copy at t = he customer service desk?" Once again, Margerite blurted "no". Again I aske = d, "Is there a copy of the pricematch policy in any area of the store?" Mar = gerite impatiently said "no".=20

Cissie made it to the customer service desk and asked Margerite what was th = e problem. Margerite told Cissie that I wanted a copy of the pricematch pol = icy. Cissie said, "I don't know if I could find a copy, but I will try". Sh = e began to look for it in a white notebook. I stood there for ten minutes j = ust being ignored as if I did not exist. Then, I asked for the home office = number. Janice replied, "It's 1-800-643-kmart". I went outside to call just = to find out that I have been given a wrong number. So, I went back inside = just to overhear the Cissie, Margerite, Janice, and the several other k-mar = t employees (who should have been working since the store was so crowded) w = ere discussing me with other customers. YES, THIS K-MART IS A REGULAR TALKS = OUP GOSSIP CHANNEL! I ignored the their ignorance and asked Cissie for the = home office number. She said, "It's 1-800-63-kmart". Then Cissie said the p = ricematch policy is right above our heads. I said, "Margerite, you told me = that there was not a pricematch policy in the store". She just looked at me = with deep-creased frowns in her forehead as if she was really annoyed. YOU = KNOW THESE PEOPLE ACT AS IF THEY ARE CEOS WHEN THEY ARE NO MORE THAN A FIN = GER PUNCHER ON THE CASH REGISTER. I DON'T KNOW WHY I RECEIVED SUCH HARSH TR = EATMENT ESPECIALLY SINCE I AM THE REASON THAT THEY DO HAVE A JOB, BUT I DO = KNOW THAT I WILL NOT TOLERATE DISRESPECT NOR FALSE ACCUSATIONS (CISSIE, YOU = SHOULD NEVER ACCUSE ANYONE OF ANYTHING BEFORE YOU HAVE REAL PROOF!). DID = FORGET TO MENTION THAT I DON'T KNOW IF THE FACT THAT EVERYONE AT THE CUSTO = MER SERVICE DESK WAS ONE RACE AND I WAS ANOTHER IS THE REASON THAT I WAS GI = VEN SUCH A HARD TIME? BUT WOULDN'T THAT BE A GOOD QUESTION TO RAISE? HOW = DO YOU THINK OTHER CONSUMERS WILL PERCEIVE THIS?

THE MORAL OF THIS STORY IS "DON'T CUT OFF THE HAND OF THE PERSON WHO FEEDS = YOU". BY NOW, YOU HEAD K-MART PERSONNEL SHOULD SEE THAT YOU HAVE A REAL PRO = BLEM IN A LOT OF YOUR STORES. CONSUMERS DO K-MART EMPLOYEES A FAVOR BY BUYI = NG MERCHANDISE SO THAT THEY CAN KEEP A JOB. K-MART EMPLOYEES RETURN THAT FA = VOR WITH DISRESPECT AND UNDIGNIFIED BEHAVIOR. THIS WILL DEFINITELY CHANGE. = I AM ONLY ONE, BUT THERE ARE MANY OTHERS. AND WE WILL TAKE NO MORE. IF YOU = DON'T APPRECIATE OUR BUSINESS, WE WON'T DO BUSINESS WITH K-MART ANYMORE! =20

