

**DEAR COCA-COLA: A CUSTOMER RELATIONS
NIGHTMARE.**

Louis Ray Lacey

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Putting pen to paper with hilarious results, in Dear Coca-Cola Terry Ravenscroft homes in on the Food & Drink industry. Household names such as Heinz.

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ImaginemydisappointmentthenwhenIreDearMrRavenscroft,Iwasdelighted

Big companies either wish to keep customers happy or their employees who answer letters are a bit dim. Should the reader that was expecting some have a nasty accident involving funny bones would you not feel slightly responsible? Ashley rated it really liked it Feb 18,

Iseetherearemanyvariedreviewsofthisbook,andcanunderstandthathumou

author started with a slightly skewed outlook on life and spent decades writing for top British sit-coms. The genius of this man's writing is a beautiful thing to read, dry, sharply observed and above all cheap as chips on kindle downloads.