

# Letter: Aramark makes amends with customer

**Publisher's note:** *This follows up on the letter from earlier today about a Livermore family's unpleasant experience with the Tahoe Queen, which is owned by Aramark.*

**To the community,**

I received a very nice phone call from John Kenny, general manager from Aramark, and this follow up email. [See below]

He told us that he knows of the people involved with the situation and it was being addressed and taken care of. He apologized for their behavior and was very sorry about our unfortunate experience. I'm assuming he checked into everything we said, and found it to be true.

We really appreciate that he took the time to check into the situation and personally called us.

**Anita Pasch**

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**Dear Anita,**

Thank you for taking my call today. I again want to apologize for your experience with us. As we talked about on the phone, please let me know when you will be back in Lake Tahoe and we will set you up with a nights lodging at Zephyr Cove Resort and also Champagne Dinner & Dance Cruise tickets aboard the MS Dixie II.

Again, please accept my apology.

Sincerely,

**John Kenny, Aramark general manager**