| ***To:*** | *opdirector@officegreen.com; hrspecialist@officegreen.com; srvp@officegreen.com* |
| --- | --- |
| ***Subject:*** | ***Action Required: Improvement to Plant Pals Project*** |
| Hello,  I hope this email finds you well. My name is Leszita Townsend. I am the Project Manager for the Plant Pals project.  The Plant Pals project is now in the testing phase but the team has encountered some problems along the way.  We do not have enough drivers to deliver all of the orders on time. Because of this the drivers have delivered only 80% of the plants successfully and customer satisfaction has suffered, and some customers have already canceled their subscriptions. Another delay could create even more issues—setting back the project timeline, risking product quality, and hurting revenue.  In an effort to avoid another delay and subsequent issues I am requesting an immediate focus on hiring additional drivers as well as training for our existing drivers. Training our existing drivers and hiring additional drivers will ensure my team has the necessary resources to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late.  I would like to meet Thursday August 10, 2023 at 10:00am to discuss this and other recommendations further. Please let me know if this date and time will work with your schedules. If not, please propose different dates and times.  I look forward to your response and the opportunity to collaborate on resolving this matter.  Best regards,  Leszita Townsend  Project Manager  Office Green  215 McCain St Charlotte, NJ 08854  [pm215@officegreen.com](mailto:pm215@officegreen.com)  213-456-7895 | |

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