

**From:** J Roemer [mailto:JackR@speedishuttleseattle.com]  
**Sent:** Monday, June 13, 2016 7:10 PM  
**To:** Andrius Zickevicius; Samuel Mifsud; Reno Tolentino; Valentina Scialacomo; CecilS Morton; Reno; Amarjit Heer; Alison Dailey; Claire Sciberras  
**Cc:** SEAnch  
**Subject:** RE: Service Standards NOT Met

Dear Sam,

Your guests were on an international flight from London that was a half hour late. We allowed a half hour to clear customs then our greeter waited at baggage claim. Your guests did not come out in a timely manner. When they did come out of customs they located Beverly who walked them over to our pickup point. The guests did not seem distressed and were transported to their hotel. Obviously, if you wish to refund these guests for their transfer, that is your prerogative, however the confirmation AK forwarded clearly states,

“If you are unable to locate our greeter, follow the signs to Ground Transportation and take the escalator up to one of the sky bridges. Once across the sky bridge, descend one level to the third floor and follow the signs for SpeediShuttle and Door-to-Door Vans. Our service desk is located in the Ground Transportation Plaza between the purple and orange elevator banks.”

The facts are that we were there to greet the guests and for whatever reason they did not show in a timely manner. They were in fact transported to their hotel. So we will be billing SMS for this transfer.

AK notes below, “It is unfortunate that we have to continue reach out with the poor service standards for our guests.” Our records indicate the only other complaint from you was related to an ADA transfer where we were accused by AK of not showing up. We proved to you that, not only did we show up, we waited over a half hour for the guest. Even so, we sent the shuttle a second time at no additional charge.

We are sincerely sorry our service does not meet your staff’s expectations but we choose not service a client who is abusive and insulting to our line supervisors without facts. We recognize that we are not the only provider in the market and that other providers may be better able to meet your needs. We expect that SMS will find a more acceptable service provider by Friday June 24 and, though we do appreciate your business, we will be unable to book transfers occurring after that date unless there is some agreed change in the approach being taken by your staff.

Thank you,



**Jack Roemer**  
**Chief Financial Officer**  
**SpeediShuttle Washington, LLC**  
**1237 S. Director St.**  
**Seattle, WA 98108**  
**Tel: 206-693-7110 | Cell: 206-456-6787 | Fax: 206-566-5982**  
[www.speedishuttleseattle.com](http://www.speedishuttleseattle.com) | [JackR@speedishuttleseattle.com](mailto:JackR@speedishuttleseattle.com)



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**From:** Andrius Zickevicius [<mailto:azickevicius@smscruises.com>]  
**Sent:** Monday, June 13, 2016 5:48 PM  
**To:** Samuel Mifsud <[sam@sms.com.mt](mailto:sam@sms.com.mt)>; Reno Tolentino <[RenoTolentino@speedishuttle.com](mailto:RenoTolentino@speedishuttle.com)>; J Roemer <[JackR@speedishuttleseattle.com](mailto:JackR@speedishuttleseattle.com)>; Valentina Scialacomo <[vscialacomo@smscruises.com](mailto:vscialacomo@smscruises.com)>; CecilS Morton <[csm@speedishuttleseattle.com](mailto:csm@speedishuttleseattle.com)>; Reno <[Reno@speedishuttle.com](mailto:Reno@speedishuttle.com)>; Amarjit Heer <[aheer@speedishuttleseattle.com](mailto:aheer@speedishuttleseattle.com)>; Alison Dailey <[adailey@speedishuttleseattle.com](mailto:adailey@speedishuttleseattle.com)>; Claire Sciberras <[csciberras@sms.com.mt](mailto:csciberras@sms.com.mt)>  
**Cc:** SEAnclh <[SEAnclh@smscruises.com](mailto:SEAnclh@smscruises.com)>  
**Subject:** Service Standards NOT Met

Dear SpeediShuttle Team,

It is unfortunate that we have to continue reach out with the poor service standards for our guests. On Monday, June 13, 2016 we received a complaint from our guests, Woodward, who were not met at airport. Please kindly provide an explanation as to WHY the guests were not met at the airport and what is being done to correct this issue? The guests already called and made a complain, therefore, please do not invoice us for this transfer as we had to refund the guest. (the confirmation emails attached).

**REGATTA**  


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**PRE-CRUISE ARRIVALS**  
**13<sup>TH</sup> JUNE 2016**  
**TRANSPORTATION BY SPEEDISHUTTLE**

ARRIVAL AT SEATTLE AIRPORT				
Arrival Time	Flight Number	Total	Names	Names
11:20	BA 053	2	Woodward Stephen Woodward Emma	Sheraton Seattle Sheraton Seattle
<b>TOTAL</b>		<b>2 Pax</b>		

Thanks,  
 AZ

Andrius Zickevicius  
**DIRECTOR - STRATEGIC BUSINESS PLANNING**

**SMS INTERNATIONAL SHORE OPERATIONS US INC.**

T: +1 305-290-3000 Ext. 8111 | M: +1 305-778-5531 | F: +1 786-953-6633 |

E: [azickevicius@smscruises.com](mailto:azickevicius@smscruises.com) | W: [www.smscruises.com](http://www.smscruises.com)

A: 1007 North America Way, Suite 505, Miami, Florida 33132

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**From:** Samuel Mifsud

**Sent:** Sunday, May 29, 2016 5:41 PM

**To:** Reno Tolentino <[RenoTolentino@speedishuttle.com](mailto:RenoTolentino@speedishuttle.com)>; J Roemer <[JackR@speedishuttleseattle.com](mailto:JackR@speedishuttleseattle.com)>;  
Valentina Scialacomo <[vszialacomo@smscruises.com](mailto:vszialacomo@smscruises.com)>; CecilS Morton  
<[csm@speedishuttleseattle.com](mailto:csm@speedishuttleseattle.com)>; Reno <[Reno@speedishuttle.com](mailto:Reno@speedishuttle.com)>; Amarjit Heer  
<[aheer@speedishuttleseattle.com](mailto:aheer@speedishuttleseattle.com)>; Alison Dailey <[adailey@speedishuttleseattle.com](mailto:adailey@speedishuttleseattle.com)>; Claire Sciberras  
<[csciberras@sms.com.mt](mailto:csciberras@sms.com.mt)>

**Cc:** SEAnch <[SEAnch@smscruises.com](mailto:SEAnch@smscruises.com)>

**Subject:** RE: PR 5.29

Yes but the passenger was in the Hotel awaiting for Driver!

Sam

Samuel Mifsud  
Managing Director

**SMS TRAVEL & TOURISM**

T: +356 2577 1111 | M: + 356 9949 5235 | F: +356 2136 0032 Cell phone - Miami 305 926-3176

E: [sam@sms.com.mt](mailto:sam@sms.com.mt) | W: [www.sms.com.mt](http://www.sms.com.mt) |

A: 65 B'Kara Hill, St Julian's, Malta

A: 1007 North America Way, Suite 505, Miami FL33132, USA

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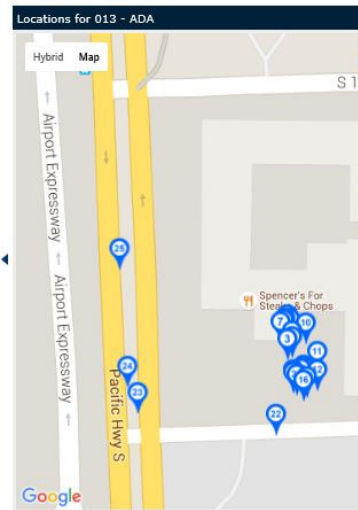
**From:** Reno Tolentino [<mailto:RenoTolentino@speedishuttle.com>]  
**Sent:** 29 May 2016 21:50  
**To:** J Roemer <[JackR@speedishuttleseattle.com](mailto:JackR@speedishuttleseattle.com)>; Samuel Mifsud <[sam@sms.com.mt](mailto:sam@sms.com.mt)>; Valentina Scialacomo <[vsialacomo@smscruises.com](mailto:vsialacomo@smscruises.com)>; CecilS Morton <[csm@speedishuttleseattle.com](mailto:csm@speedishuttleseattle.com)>; Reno <[Reno@speedishuttle.com](mailto:Reno@speedishuttle.com)>; Amarjit Heer <[aheer@speedishuttleseattle.com](mailto:aheer@speedishuttleseattle.com)>; Alison Dailey <[adailey@speedishuttleseattle.com](mailto:adailey@speedishuttleseattle.com)>; Claire Sciberras <[csciberras@sms.com.mt](mailto:csciberras@sms.com.mt)>  
**Cc:** SEAnch <[SEAnch@smscruises.com](mailto:SEAnch@smscruises.com)>  
**Subject:** RE: PR 5.29

Good Morning,

Here is our GPS report which shows we got there at 1115 and left at 1140.

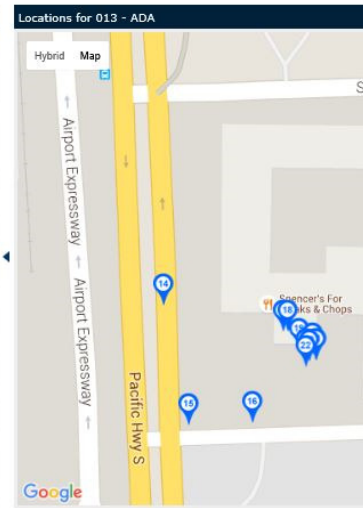
For: 013 - ADA from: May 29 2016 to: May 29 2016 Go

	Location	Speed (mph)	Event Type	When
1	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:33:17 AM
2	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:33:02 AM
3	17820 Pacific Hwy S, SeaTac, WA	0	Engine On	Sun May 29 2016 11:32:48 AM
4	17820 Pacific Hwy S, SeaTac, WA	0	Stop	Sun May 29 2016 11:28:09 AM
5	17820 Pacific Hwy S, SeaTac, WA	0	Engine Off	Sun May 29 2016 11:25:10 AM
6	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:25:07 AM
7	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:24:52 AM
8	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:24:37 AM
9	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:24:22 AM
10	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:24:07 AM
11	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:23:52 AM
12	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:23:37 AM
13	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:23:22 AM
14	17820 Pacific Hwy S, SeaTac, WA	0	Engine On	Sun May 29 2016 11:23:08 AM
15	17820 Pacific Hwy S, SeaTac, WA	0	Stop	Sun May 29 2016 11:20:16 AM
16	17820 Pacific Hwy S, SeaTac, WA	0	Engine Off	Sun May 29 2016 11:17:17 AM
17	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:17:08 AM
18	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:16:53 AM
19	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:16:38 AM
20	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:16:23 AM
21	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:16:08 AM
22	17820 Pacific Hwy S, SeaTac, WA	9	Normal	Sun May 29 2016 11:15:53 AM
23	17820 Pacific Hwy S, SeaTac, WA	8	Normal	Sun May 29 2016 11:15:38 AM
24	17820 Pacific Hwy S, SeaTac, WA	0	Normal	Sun May 29 2016 11:15:23 AM
25	17820 Pacific Hwy S, SeaTac, WA	24	Normal	Sun May 29 2016 11:15:08 AM



For: 013 - ADA from: May 29 2016 to: May 29 2016 Go

	Location	Speed (mph)	Event Type	When
1	WA-518_Tukwila_WA	40	Normal	Sun May 29 2016 11:44:07 AM
2	15822-15998 WA-99_Tukwila_WA	40	Normal	Sun May 29 2016 11:43:52 AM
3	18008 Pacific Hwy S_SeaTac_WA	16	Normal	Sun May 29 2016 11:43:37 AM
4	18008 Pacific Hwy S_SeaTac_WA	0	Normal	Sun May 29 2016 11:43:22 AM
5	18084-18104 International Blvd_SeaTac_WA	18	Normal	Sun May 29 2016 11:43:07 AM
6	18310 International Blvd_SeaTac_WA	45	Normal	Sun May 29 2016 11:42:52 AM
7	18800 Pacific Hwy S_SeaTac_WA	37	Normal	Sun May 29 2016 11:42:37 AM
8	18701-18875 WA-99_SeaTac_WA	39	Normal	Sun May 29 2016 11:42:22 AM
9	2907 S 170th St_Seattle_WA	22	Normal	Sun May 29 2016 11:42:07 AM
10	17000-17106 WA-99_SeaTac_WA	0	Normal	Sun May 29 2016 11:41:52 AM
11	17000-17106 WA-99_SeaTac_WA	15	Normal	Sun May 29 2016 11:41:37 AM
12	17349-17369 WA-99_SeaTac_WA	35	Normal	Sun May 29 2016 11:41:22 AM
13	17471-17605 Pacific Hwy S_SeaTac_WA	31	Normal	Sun May 29 2016 11:41:07 AM
14	17620 Pacific Hwy S_SeaTac_WA	20	Normal	Sun May 29 2016 11:40:52 AM
15	17758-17794 WA-99_SeaTac_WA	0	Normal	Sun May 29 2016 11:40:37 AM
16	17620 Pacific Hwy S_SeaTac_WA	5	Normal	Sun May 29 2016 11:40:22 AM
17	17620 Pacific Hwy S_SeaTac_WA	4	Normal	Sun May 29 2016 11:40:07 AM
18	17620 Pacific Hwy S_SeaTac_WA	0	Engine On	Sun May 29 2016 11:39:52 AM
19	17620 Pacific Hwy S_SeaTac_WA	0	Stop	Sun May 29 2016 11:37:32 AM
20	17620 Pacific Hwy S_SeaTac_WA	0	Engine Off	Sun May 29 2016 11:34:32 AM
21	17620 Pacific Hwy S_SeaTac_WA	0	Normal	Sun May 29 2016 11:34:32 AM
22	17620 Pacific Hwy S_SeaTac_WA	0	Normal	Sun May 29 2016 11:34:17 AM
23	17620 Pacific Hwy S_SeaTac_WA	0	Normal	Sun May 29 2016 11:34:02 AM
24	17620 Pacific Hwy S_SeaTac_WA	0	Normal	Sun May 29 2016 11:33:47 AM
25	17620 Pacific Hwy S_SeaTac_WA	0	Normal	Sun May 29 2016 11:33:32 AM



Thank You,

**Reno Tolentino**  
**General Manager of Operations**  
**SpeediShuttle LLC and Arthur's Limousine**

113 Puuhale Rd. Honolulu, HI 96819

Office: 808-772-5700 x222 | Fax: 808-845-4072 | Mobile: 808-927-7455

[www.speedishuttle.com](http://www.speedishuttle.com) | [www.arthurslimousinehawaii.com](http://www.arthurslimousinehawaii.com) | [reno@speedishuttle.com](mailto:reno@speedishuttle.com)

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**From:** J Roemer

**Sent:** Sunday, May 29, 2016 9:41 AM

**To:** Samuel Mifsud <[sam@sms.com.mt](mailto:sam@sms.com.mt)>; Valentina Scialacomo <[vszialacomo@smscruises.com](mailto:vszialacomo@smscruises.com)>; Cecil S Morton <[csm@speedishuttleseattle.com](mailto:csm@speedishuttleseattle.com)>; Reno <[Reno@speedishuttle.com](mailto:Reno@speedishuttle.com)>; Amarjit Heer <[aheer@speedishuttleseattle.com](mailto:aheer@speedishuttleseattle.com)>; Alison Dailey <[adailey@speedishuttleseattle.com](mailto:adailey@speedishuttleseattle.com)>; Claire Sciberras <[csciberras@sms.com.mt](mailto:csciberras@sms.com.mt)>; Reno Tolentino <[RenoTolentino@speedishuttle.com](mailto:RenoTolentino@speedishuttle.com)>

**Cc:** SEAnclh <[SEAnclh@smscruises.com](mailto:SEAnclh@smscruises.com)>

**Subject:** RE: PR 5.29

Sam,

We were at the hotel. We even contacted the front desk. This is not our failure to show up. Our dispatcher wrote – “Driver unable to locate this guest. Inquired with front desk and was told guest had

checked out 20 mins ahead of pick up time and went on other shuttle. Marked NO Show after standing by till 11:40.”

Thank you,



**Jack Roemer**  
Chief Financial Officer  
SpeediShuttle Washington, LLC  
1237 S. Director St.  
Seattle, WA 98108  
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[www.speedishuttleseattle.com](http://www.speedishuttleseattle.com) | [JackR@speedishuttleseattle.com](mailto:JackR@speedishuttleseattle.com)



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**From:** Samuel Mifsud [<mailto:sam@sms.com.mt>]  
**Sent:** Sunday, May 29, 2016 1:39 PM  
**To:** Valentina Scialacomo <[vszialacomo@smscruises.com](mailto:vszialacomo@smscruises.com)>; CecilS Morton <[csm@speedishuttleseattle.com](mailto:csm@speedishuttleseattle.com)>; Reno <[Reno@speedishuttle.com](mailto:Reno@speedishuttle.com)>; Amarjit Heer <[aheer@speedishuttleseattle.com](mailto:aheer@speedishuttleseattle.com)>; Alison Dailey <[adailey@speedishuttleseattle.com](mailto:adailey@speedishuttleseattle.com)>; Claire Sciberras <[csciberras@sms.com.mt](mailto:csciberras@sms.com.mt)>; J Roemer <[JackR@speedishuttleseattle.com](mailto:JackR@speedishuttleseattle.com)>; Reno Tolentino <[RenoTolentino@speedishuttle.com](mailto:RenoTolentino@speedishuttle.com)>  
**Cc:** SEAnclh <[SEAnclh@smscruises.com](mailto:SEAnclh@smscruises.com)>  
**Subject:** Re: PR 5.29

This is a classic example.

Sam

Samuel Mifsud  
Managing Director  
SMS Group

US: 305.926.3176  
Int'l: +356.9949.5235

Sent from my BlackBerry 10 smartphone.

**From:** Valentina Scialacomo

**Sent:** Sunday, 29 May 2016 21:24

**To:** CecilS Morton; Reno; Amarjit Heer; Alison Dailey; Claire Sciberras; J Roemer; Reno Tolentino

**Cc:** SEAnch

**Subject:** PR 5.29

Hello SpeediShuttle TEam

Just as an FYI at 12:10 PM

We have a guest at the Hilton Airport ( Guest Mrs Debra Magill) requested an ADA van for 11.30am  
Request from Speedishuttle – As per the Resume/ Reservation ( reservation email attached )

Guest Called the Pier advising that the bus never showed up.

We are in contact with the guest and working to get them to the pier

Thank You

Valentina

Valentina Scialacomo

**Manager - West Coast**

**SMS INTERNATIONAL SHORE OPERATIONS US INC.**

**C: 206-849-6910**

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