

Wednesday, August 29, 2012

Dickey's Barbecue North Branch, MN 55056

Dickey's Barbeque North Branch, MN left a nice, honest review of this place on Yelp. I received the following response...

"Thank you for taking time to explain your visit to Dickey's recently. We regret any dissatisfaction you have experienced. We assure you that we are anxious to retain you as a satisfied customer and we take great care to ensure that important matters such as this are properly managed. If you would please reply with your contact information we'll get it taken care of. Please accept our apologies in not meeting your expectations. We highly appreciate your feedback, as it will assist us in becoming better at Dickey's Barbecue. We hope for the opportunity to serve you again in the future."

I sent a three page letter detailing my bad experience at this restaurant but I decided to give it one last try.

On Monday, August 27, 2012, I pulled through the drive through one last time and I outline my experience here.

"This is too strange to be true. After a letter from the manager apologizing I decided tonight that I would give them one more shot. I didn't expect much to be impressed, only the usual level of service you are given at a normal drive-through restaurant.

The coast was clear... There was not a single car in the drive through and not more than 2 to 3 people in the restaurant, time to STRIKE!

I pulled my car into the drive through and I ordered two pulled pork sandwiches and two orders of their waffle fries. The speaker at the drive through yelled at ear deafening levels "TWO ORDERS OF FRIES!!!"

After 3 minutes the young lady came back to tell me that they "were out of pork for the next half hour". I told her I would find something else to eat and she said "ok".

I want to leave a positive review for this place, I really do.

They are making it impossible and this has almost become a macabre game that I feel like I am being forced into playing.

I will get a decent meal from this place, and I will receive reasonable service. (I am going to say that out loud to myself for 5 minutes in the Shopko parking lot prior to pulling through here again).

Am I just that unlucky? Am I just cursed?!

I am too astonished not to think this is not just a bad episode of Punk'd or something. I will try again. Maybe in a week, maybe in a month.

If this happens one more time, I will think it's about time to "86" this restaurant."

I didn't post this until Yelp! took my comments off because they thought I was sabotaging a business... I guess they don't have any experience with a business this bad.

Posted by TK (Admin) at 03:16