Dear Sir,

A client wished to book a day tour to the Blue Mountains. With the knowledge that Blue Mountains Experiences was the preferred product, and Mountains Escape Tours was the non-preferred product; I sold the non-preferred product. I believe my decision is very justified, in that it provided the best for the clients needs.

The client wished to experience the highlights, ~~fauna~~ flora and fauna of the Blue Mountains, and Blue Mountains Experiences was "a tour for those who want only the scenic highlights of the Blue ~~Mou~~ Mountains (no wildlife)." I don't think this appropriately provided for the clients needs.

I know that the agency's main aim is to provide for the clients needs to the best of our ability, and by selling ~~to~~ the Mountain Escape Tours, I believe I was doing my job. The fare for ~~Blue~~ Mountain Escape Tours included "admission to Wildlife Park", ~~and~~ so this product appropriately

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met the needs of the client.

The client was happy to be able to see the highlights and Wildlife, and thought Mountains Escape Tours sounded more appealing in its description: "Crisp & clean mountain-top air with distant blue haze horizon overlooking awesome canyons with rainforest carpeting the valley floor."

The clients needs were provided for, and I put the customers satisfaction first, which is our job, so with the client happy with the decision; I believe it was a justified decision.