

Subject: Unpleasant Experience at [Restaurant Name]

Dear [Manager's Name],

I hope this message finds you well. I am writing to express my disappointment regarding a recent visit to [Restaurant Name] on [Date]. As a customer, I had high expectations based on previous visits, but unfortunately, my experience fell short.

Firstly, the service was unusually slow. Despite the restaurant not being overly busy, it took an extended amount of time for our orders to be taken and even longer for our food to arrive. Additionally, when our meals finally came, they were not prepared as requested. My [specific dish] was overcooked, and my partner's order was completely incorrect.

Furthermore, the cleanliness of the establishment was concerning. Our table had not been adequately cleaned, and the floor appeared to be in need of attention. This detracted from the overall dining experience significantly.

I believe that customer feedback is essential in maintaining quality and improving service. I hope you can address these issues within your team to ensure a better experience for future customers.

Thank you for taking the time to read this letter. I look forward to your response.

Sincerely,

[Your Name]

[Your Contact Information]