

Dear [Customer's Name],

I hope this message finds you well. I am writing to express my sincerest apologies for the less-than-satisfactory service you experienced during your recent visit to [Company/Establishment Name].

We strive to provide exceptional service to all our customers, and it is clear that we fell short in your case. Your feedback is invaluable to us, and we are taking immediate steps to address the issues you raised.

Please know that we take this matter seriously, and we are committed to ensuring that such experiences do not happen in the future. As a token of our apology, we would like to offer you [mention compensation, e.g., a discount, refund, or gift].

Thank you for bringing this matter to our attention. We value your patronage and hope to restore your faith in us. Please feel free to reach out to me directly at [Your Phone Number] or [Your Email] if you have any further concerns.

Sincerely,

[Your Name]

[Your Position]

[Company/Establishment Name]

[Contact Information]