

Service Recovery Proposal

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]
[Your Position]
[Your Company]

Subject: Proposal for Service Recovery

Dear [Recipient Name],

We appreciate your recent feedback regarding your experience with our retail service. At [Your Company], we strive to provide exceptional service, and we sincerely apologize for the inconvenience you faced.

In response to your concerns, we would like to propose the following service recovery actions:

- Offer a [percentage]% discount on your next purchase.
- Provide a complimentary [product/service] as a token of our appreciation.
- Implement changes to our service process based on your feedback to prevent future occurrences.

We value your business and are committed to ensuring your satisfaction. Please let us know if you find these actions acceptable or if there is anything else we can do to make this right.

Thank you for your understanding, and we look forward to serving you better in the future.

Sincerely,
[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]