

# Dear [Customer's Name],

Thank you for reaching out to us regarding your recent inflight meal experience on [Flight Number] on [Date]. We sincerely apologize for any inconvenience you faced during your journey.

Your feedback is valuable to us, and we take our meal service very seriously. We understand that a pleasant dining experience is crucial during flights, and we are sorry to hear that we did not meet your expectations.

To address the issue, we are currently reviewing our meal service procedures with our catering team to ensure that we provide quality meals consistently. Additionally, we appreciate any specific details you could provide regarding the incident, which will help us improve our service.

As a gesture of our commitment to customer satisfaction, we would like to offer you [Compensation, e.g., a voucher, miles, etc.] for your next flight with us. We hope this will help restore your confidence in our service.

Thank you for your understanding and patience. Should you have any further questions or concerns, please do not hesitate to contact us directly.

Warm regards,

[Your Name]  
[Your Position]  
[Airline Name]  
[Contact Information]