

Apology for Unsatisfactory Dining Experience

Dear [Customer's Name],

We sincerely apologize for the unsatisfactory dining experience you encountered at [Restaurant Name] on [Date]. It is our mission to provide excellent service and delicious food, and we regret that we fell short during your visit.

We appreciate your feedback regarding [specific issues mentioned by customer]. Please rest assured that we are taking your comments seriously and will make necessary improvements to ensure this situation does not occur again.

As a token of our apology, we would like to offer you [a discount/a complimentary meal/a gift card] on your next visit. We hope to have the opportunity to serve you again and provide you with the quality experience you deserve.

Thank you for bringing this matter to our attention. We value your patronage and hope to see you soon.

Sincerely,

[Your Name]
[Your Position]
[Restaurant Name]
[Contact Information]