

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to sincerely apologize for the recent experience you had at [Restaurant Name]. It has come to our attention that we did not meet your expectations during your visit, and for that, we are truly sorry.

Your feedback about [specific issue, e.g., "the delay in service" or "the quality of your meal"] is invaluable to us and has been taken very seriously. We are committed to providing our guests with the highest quality service and dining experience, and we failed to deliver that on your visit.

We are currently addressing these issues with our team to ensure this does not happen in the future. Please know that your satisfaction is our top priority, and we are taking steps to improve our service.

As a gesture of goodwill, we would like to offer you [mention compensation, e.g., "a complimentary meal" or "a gift card"]. We hope this can begin to make amends for the disappointment you faced.

Thank you for your understanding and for bringing this matter to our attention. We value your patronage and hope to have the opportunity to serve you again soon.

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